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**PROFESSIONAL SUMMARY**

**Senior Administrative Manager** and Military Veteran with a **Secret Security Clearance,** eight years of proven experience in the United States Army, and 20+ year track record of successful meeting clients’ needs. Accomplished measurable results while leading teams in a fast-paced environment. Possess a comprehensive background in administration and customer service derived from conducting domestic and global operations in Iraq and Afghanistan. Managed risk upon multiple lines to protect assets, property, and equipment valued over $100K+ while meeting the expectations of senior leadership. Possess extensive knowledge in **Operations Management and Systems Management**.Recipient of multiple awards for outstanding performance and professionalism. Career supported by **an Associate of Arts Degree in Leadership.** Areas of expertise include:

|  |  |  |
| --- | --- | --- |
| * Data Analysis | * Systems Management | * Microsoft Office |
| * Leadership | * Training and Development | * Customer Service |

**WORK EXPERIENCE**

**Royal Caribbean Cruise Line – Miami, Florida 2008-present**

**Contractor/Lead Vocalist/Office Manager**

Section leader and chief vocal director of the cast and crew. Provides leadership in the development of quality instruction for vocalists. Resolves interagency conflicts that impact readiness and operations.

* Guides the professional growth and development of five vocalists by conducting detailed quarterly counseling and yearly evaluation reports on performance.
* Serves as the liaison to senior management providing updates regarding performance, equipment, personnel matters, and equipment.
* Applies knowledge of harmony, melody, rhythm, and voice production to modify music and individualize performances that maintain audience interest.
* Performs before live audiences, as well as conducts television, radio, or movie productions.

**Kelly Williams Brokerage/Armstrong Homes 2019-present**

**Realtor**

Responsible for assisting individuals using their knowledge of local real estate markets to help individuals buy, sell, or rent residential or commercial properties.

* Sold residential and commercial properties valued at over $5 million.
* Serves as a liaison between mortgage lenders, contractors, and legal attorneys to ensure clients are properly represented and informed.
* Plans and coordinates property viewings that meet the needs of each client.
* Coordinates with construction contractor to ensure all specifications are met by design.
* Inspects the condition of premises and organizes the necessary maintenance needs.
* Prepares necessary paperwork such as closing statements, deeds, contracts, purchase agreements and leases.

**Hilton Hotel – Ocala, Florida 2019-2021**

**Night Auditor**

Responsible for overseeing the auditing, posting, and balancing of daily financial transactions to support the resort continuing effort to deliver outstanding guest service and financial profitability. As well as served as the overnight guest service agent.

* Maintained the accountability of $500K+ of organizational assets, which resulted in zero losses and high operational readiness.
* Followed proper audit procedures to balance daily revenue and expense transactions, identified the causes of out-of-balance situations in a timely manner, produced various reports for management and took initiative to correct errors to prevent reoccurrence.
* Ensured that all charges were recorded and balanced with all supporting documentation as well as reconciled the general ledger.
* Prepared back-up files and closed out shift and day on reservation system, including preparing system for next day of business.
* Generated reports for housekeeping and daily revenues ensuring each was printed and filed accordingly.
* Responsible for resolving guest complaints and reporting unresolved problems to management.

**Johns Hopkins Medicine – Baltimore, Mayland 2021-2022**

**Sr. Administrative Coordinator for the Director of Radiology**

Provide administrative support to the office of the Director of Radiology. Served as the liaison to the departments of the Radiology.

* Manage the daily calendar of the Director scheduling internal and external meetings, appointments, travel and special events. Independently resolved scheduling conflicts, prioritize request, and confirmed meeting details and expectations for the Director.
* Plan, coordinate and support numerous repetitive cross-divisional, internal, and external meetings. Including scheduling, drafting agenda, taking minutes, and providing meeting materials. Communicate timely with divisional heads to maintain excellent relationships.
* Prioritize items that need immediate attention, prepare, and edit letters, memos, and other correspondence for the Director. Proofread and edit documents of office communications for approval and signature by the Director.
* Made travel arrangements, manage purchasing card, process online payments, expense and reimbursements through Concur for the Director and other staff.
* Ordered supplies, research appropriate vendors as necessary, and insured compliances with Hospital and University specific policies.

**U. S. Army Entertainment Detachment - Fort Belvoir, Virginia 2003-2008**

**Administrative Specialist**

Supervised administrative, clerical, and typing duties. Provided other administrative support ensuring information was recorded, stored, and delivered to keep operations running as smoothly as possible.

* Managed the processing of over 100 personnel evaluations, 75 awards, 125 finance transactions, as well as accountability of and Medical Readiness for 30 employees.
* Maintained accountability and operational readiness of facilities and equipment valuing more than $250K with no loss of equipment.
* Managed an annual budget in the amount of $125K.
* Prepared and presented written and oral presentations to senior military leaders and executive-level civilian leadership.
* Responsible for scheduling meetings, making travel arrangements, and organizing any other work-related events.

**Additional Duty: Unit Postal Operator**

* Received, sorted, and distributed individual mail.
* Delivered interoffice mail and prepared packages for shipment throughout the U.S. Postal Service and other carries such as FedEx or UPS
* Responsible for managing and maintaining office logistics.

**U.S. ARMY YOUNSAN POST OFFICE - Seoul, Korea 2000-2003**

**Custodian of Postal Effects**

Supervised postal operations ensuring all mail was managed properly. Served as supervisor for five postal clerks and three Korean National Employees

* Trained all finance clerks and audited their daily transactions for accuracy.
* Responsible for managing cash, credit card transactions, and stamps valuing in total of $500K daily with zero loss.

**EDUCATION**

Associate of Arts, Southeastern University, Lakeland, Fl

**CERTIFICATION**

Florida Real Estate License

**TECHNICAL SKILLS**

**Software:** Microsoft Office (2003, 2007, 2010) Office 365, SharePoint, Adobe Acrobat, Outlook

**Operating Systems:** HP / Microsoft Windows (95, 98, XP, Vista), Windows 7, Windows 8, Windows 10