

ILEANA RODRIGUEZ

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Summary

Executive Administrative Assistant with over 20 years of experience within the hospitality and service industry.

Computer Skills

Expertise in Microsoft Word, PowerPoint, Excel, Microsoft Outlook, Windows 98, Windows XP.

Additional Skills

Bilingual English/Spanish; Typing 70+ wpm; Internet research skill; Project coordination experience; Able to work well with all levels of management and staff; Effective and efficient multi-tasking skills, Excellent organization, scheduling, planning and time management skills; High level of professional appearance, communication and attitude.

Professional Experience

Celmark Hydroceuticals, Orlando, FL, October, 2008

QA Document Specialist - Maintains documents required to define and control the manner of quality assurance and production. Facilitates system to change all documents relating to the quality of products manufactured at Celmark. Responsibilities include but are not limited to:

- Perform batch record review. Acting as a liaison between Production, Inventory and Quality Operations with respect to document edits in accordance with Good Documentation Practices and Celmark change control procedures.
- Maintaining quality and batch records so they are readily available by managing and enforcing chain of custody policy.
- Store quality related records to minimize deterioration and prevent loss in accordance with Celmark record retention policies and procedures.
- Support QA through documentation tracking activities, and expediting file closures.
- Manage library of all vendor related and Celmark product certificates of analysis.

Marriott Vacation Club International/The Ritz-Carlton Club, Orlando, FL 1994 - 2008

Senior Administrative Assistant (1998 to 2008) - Administrative support to Senior Vice President/Executive Committee Member, Vice President and Senior Director.

Administrative Assistant (1994 to 1998) - Administrative support to Vice President, Senior Director and multiple department managers. Responsibilities included but were not limited to:

- Provided executive level administrative support to the Senior Vice President of Business Development and other direct reports by:
- Coordinating work flow
 - Updating and following up on delegated tasks to ensure adherence to deadlines
 - Maintaining calendar; ascertaining which events require management presence
 - Adjusting commitments to maximize management's time efficiency
 - Assuring discreet handling of all business
- Responsible for managing calendars, scheduling appointments, and telephone coverage and coordinating travel arrangements.
- Composed, prepared and distributed professional letters and memos.
- Planned/coordinated on-site and off-site meetings/activities. Prepared agendas as required.
- Responsible for preparing expense reports, invoices for payment and maintaining filing systems.
- Payroll administrator; maintained bi-weekly attendance records.
- Served as administrative liaison between other operational departments and outside entities.
- Maintained confidentially in all business matters.

Temporary Agencies (Kelly Temporary Agency, Personnel One Agency 1992 – 1994)

Provided administrative and clerical support to various companies.

Banca Serfin, S.N.C., New York, NY (1990 – 1991)

Administrative Assistant

- Functioned as liaison between management, vendors, suppliers and sales people.
- Responsible for smooth operation of office and equipment
- Prepared and verified purchase orders and related invoices.
- Responsible for internal control of inventory located in the New Jersey warehouse.

East Coast Training Center, New York, NY (1987 – 1990)

Admissions Representative/Career Counselor

- Responsible for high-volume registration of incoming students.
- Extensive telemarketing and follow-ups.
- Administered exams to prospective students.
- Provided advice and counsel to clients on career goals and educational plans.

REFERENCES AVAILABLE UPON REQUEST