

SHEYLA OCHOA

962 NE 29th Ter, Homestead, Fl 33033 | C: 305-930-3882 | shey8a@gmail.com

Professional Overview

Committed and motivated Administrative Assistant with exceptional customer service and decision making skills. Strong work ethic, professional demeanor and great initiative. Hard-working, enthusiastic business major with excellent communication skills, looking to apply my education and experience to a job with a strong motivation to succeed.

Summary of Skills

- Exceptional time management skills
- Energetic work attitude
- Team management
- Decisive leader
- Strong interpersonal skills
- Meticulous attention to detail
- Collaborative
- Deadline-oriented
- Strong problem solver
- Self-starter

Education

Bachelor of Business Administration 2011
Florida International University – Miami, Fl
Minor in Management
GPA: 3.86/4.0
Dean's list Academic Achievement Award on every semester
Graduated Magna Cum Lade

Experience

The Arc of South Florida – Florida City, Fl

Administrative Assistant

Apr 2016 to Current

- Schedule with prospective students parents the enrollment meetings for the Birth to 2 year-old program.
- Prepare enrollment packets of future Birth to 2 year-old students.
- Responsible of creating and filing the profiles of new students once enrolled in the program.
- Keep up to date on a monthly basis the list of the students Immunization and Health records by sending in advance letters to parents to bring such forms updated from the doctor's office.
- Assist with copies, faxes, emails, and such clerical duties every time the Miami-Dade County School Representative of the Birth to 2 year-old program comes to the facility.

Miami-Dade County Elections Department – Doral, Fl

Computer Technician I

May 2011 to Mar 2016

- Assisted the Tabulation Department in testing Ivotronics and DS200 voting equipment guaranteeing the proper sequential ballot pattern.
- Responsible for the timely opening and closing of all the proprietary electronic equipment during early voting on site.
- Throughout the Early Voting days numerous technical issues were resolved; thus, keeping

the voter traffic flowing smoothly without any delays.

- Provided great customer service to the voting public as aiding the ballot distribution to them.
- Maintained a 100% uptime by keeping a constant inventory control of all consumables used and advised Election Central of needed replenishment.

Miami-Dade County Water & Sewer Department – Miami, Fl

Customer Service Representative 2

Nov 2012 to Jan 2014

- In charge of receiving general requests and inquires via telephone, walk-in, email and regular mail from customers regarding high bills, low pressure, leaks in mains or lines, final bills, connecting or disconnecting of service, transfer of accounts, or refunds or deposits.
- Negotiated settlement of controversial water bills.
- Investigated complaints of excessive water bills or reports of low water consumption in the field; estimated charges where defective or stopped meters are discovered; credited customer accounts according to departmental rules and regulations.
- Performed a wide variety of clerical tasks in the office in maintaining records of customer contacts, checking bills for lack of payment, or maintaining service records.

GBS International Inc. – Miami, Fl

Administrative Assistant

Mar 2008 to Aug 2008

- In charge of answering and making conference calls to the owners of the various time share resorts which the company delivers customer service support.
- Processed effectively new weekly time shares contracts as well as sending welcome packages to the new owners of time shares.
- Maintained a clean record of the most important points mentioned in the by-weekly meetings the GBS President attended.
- Handled the Peach Tree accounting program in which paychecks to the various vendors were made.

Miami-Dade County Elections Department – Doral, Fl

Elections Support Specialist

Oct 2007 to Mar 2008

- Delivered superior customer service to voters, over the phone or email, which requested accurate and detailed information about their absentee ballots status.
- Maintained an accurate data entry of voters' information to the local and Florida State database system.
- In charge of bulk-mailing voters whom required to send further information to complete their absentee request.
- Coached new seasonal personnel up-to-speed in various departmental skill sets like: documenting, data entry, customer phone and email support.

Languages

Bilingual Spanish/English

Skills

Customer Service & Relations, excellent time management skills, Interpersonal & Interdepartmental Coordination, ability to work well as part of a team, telephone reception/answer/support, internet research, communication skills, clerical and secretarial organizational skills, Microsoft Excel, Microsoft Outlook, Microsoft PowerPoint, Microsoft Word.