**Elizabeth Martinez**

**15372 Calle Corta**

**Hacienda Heights, CA 91745**

**(626) 483-6115**

**ejm0429@gmail.com**

**Goal oriented and motivated team player professional with excellent**

**communication skills and strong public service background looking**

**to advance career in public service and administration.**

**AppleOne Agency (Contract Assignments) Orange, CA   06/2017 to present**

**Administrative & Front Office Assistant/Testing Coordinator**

* Manages all daily office functions while supporting executives and staff members. Processing daily reports, scheduling and assisting team members with daily various office administrative duties.
* Maintains internal client filing system, bookkeeping, managing marketing packets and daily data entry for database software.  Proficient in MS Word, Excel, PowerPoint and Outlook programs.
* Manages daily staff Outlook calendar, testing and appointment follow-ups.
* Maintains Outlook calendar including meetings, arranging daily appointments, answering heavy phones and documenting all messages accordingly.
* Responsible for ordering and keeping all office supplies neatly stocked for office staff. Handles Fed-Ex, UPS and all daily mailing duties.
* Providing proper functioning in all aspects of assisting guests and set-up for office staff meetings.
* Voted Employee of the Month, October 2018.

**PM West - Los Angeles, CA  05/2009 - 05/2017**

**Butler/Call Center/Photographer (Part-time)**

* Provided superior guest services to private home involving VIP's with a high degree of focus on professionalism and attention to detail.
* Arranged and assisted in catering services for special events which involved setups, special requests and daily duties on various owned properties.
* Assisted with various household duties, stocking inventory, prepared various set-ups and activities for management staff and guests and various holiday events.
* Answered heavy phones and maintained both calendar events, scheduling of medication, animal feedings and property log.
* Coat Check service for high volume parties and reservations handling various guest needs while maintaining property responsibilities.
* Events photographer with work published in media - References upon request.

**Disneyland Resort - Anaheim, CA  10/2014 – 01/2016 Sales Assistant**

* Helped create and maintain store culture while focusing on customer service, helped enhance buying experience while providing detailed knowledge of all products and park information.
* Focused on profitability in the areas of customer service, sales, inventory/expense control
* and risk management. Assisted customers with resolution of store and product complaints.
* Ensured all standards were followed including floor sets, cleanliness and daily signage sales promotion. Responsible for effective implementation of all visual merchandising, stocking products and daily standard operations.
* Was acknowledged with several cast member certificates for excellent job performance and cast member team-player interaction.

**The Walt Disney Company- Anaheim, CA  08/2006 – 04/2009**

**Administrative Assistant Catering & Convention Services / Business Center Secretary**

* Provided administrative communication support to both hotel directors and banquet/hotel management team. Coordinated and arranged conference calls, conference rooms set-up, assisted and training sessions for department staff.
* Prepared agendas, informational packets & reports for monthly board and weekly team meetings.
* Managed and maintained confidential files, records and reports. Managed Outlook, Excel and MS Word programs for management team. Coordinated and arranged park ticket orders and VIP requests for management team. Operated high volume business center services & weekly reports.
* Attended and assisted with fundraising activities and prepared gift order preparations involving guests and returning clients.
* Participated in several Disney cast member activities which included performing as media host for several “Pirates of the Caribbean” world premieres, performing yearly in Candlelight Christmas Choir park events, involved in several sports activities and volunteering for CHOC Marathons.
* Updated Power Point reader board for complete overview of scheduled daily events throughout all three hotel lobbies.

**ClubZ Tutoring Services - Anaheim Hills, CA  01/2007 - 07/2014**

**Private Tutor (Part-time)**

* Provided one-on-one sessions assisting students in academic achievement, help increasing confidence, and self-esteem. Monitored student’s performance weekly for both school and after-school activities.
* Administered weekly conferences with parents and instructors.
* Submitted daily written documentation of client progress and maintained confidential files.

**Education:**

University of Phoenix, Bachelor in Science in Human Services - 2004

**Speaks Spanish Fluently and in process of interpretation training.**

**Volunteer Work:**

Active volunteer member involving several organizations including PBS SoCal, MOLAA Museum of Latin American Art, Ronald McDonald House and Holy Family Services Adoption & Foster Care, Pasadena.