

DESIREE SERRANO

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Related Professional Experience:

GSA Associate – 03/16 - 07/16

Mensch Mill and Lumber – Bronx, NY

- Obtained and negotiated pricing quotes from distributors for government accounts.
- Provided administrative and backup support to other order entry specialists.
- Thorough research in finding the best, quality pricing to help save money in the whole process.
- Verified that all the order processing stages were followed through as well as trade compliance.
- Maintained persistence with vendors as well as establishing key vendor relationships.

Human Resources Specialist – 08/2015 – 03/16

Base One Technologies – New Rochelle, NY

- Responsible for new hires, existing employee relations as well as terminations of employees.
- Assisted Payroll Manager with ADP Payroll duties by verifying accuracy with timesheets, pay rates and miscellaneous data.
- Maintaining Health Benefits Enrollment/Terminations of all employees.
- Ensuring compliance with HR Policies, Prevailing Wage, Manuals and Employee Files.
- General administrative and payroll support to all personnel.
- Travelled every two weeks to a Pennsylvania client facility to provide human resources support to our employees.

HR and Recruiting Specialist/ Office Manager/Bookkeeper - 09/2011 – Current

LML Staffing Solutions – Westport, CT

- Created a simplified and organized database of clients and candidates.
- Performs advanced, diversified and confidential recruiting, human resources, billing and administrative support.
- Manages all the accounting; invoices, bills, collections, quotations, bank reconciliations, accounts receivables and accounts payables by using Quickbooks.
- Schedules appointments, meetings, and travel itineraries for owner.
- Initiated remote Virtual Administrative work in January 2014.

Bookkeeping/Accounting Specialist (initially full-time and then went part-time)

06/2014 to 11/2014

Laforte Financial Services - Stamford, CT

- Downloaded and printed Financial Information from various Financial Institutions.
- Entered numerical data into various Accounting Programs such as Creative Solutions, Excel and Quickbooks.
- Verified that all of the account statements, deposits, debits, credits and checks have accurate totals.
- Introduced quicker shortcuts of combining totals to decrease inputting time in half.

Administrative Assistant/Bookkeeping/Accounting Specialist

01/2011 to 08/2011

Mullaney Trust – Stamford, CT

- Assisted Vice President with various projects including recent Audit Project.
- Organized and created file management system.
- Solved accounting, troubleshooting, and software compatibility issues.

Recruiting Specialist/Office Manager

01/2010 to 07/2010

Absolute Best Care – Stamford, CT

- Interviewed candidates by screening them thoroughly and created updated resume.
- Placed ads throughout CT/Westchester areas to recruit an ongoing basis.
- Demonstrated comprehensive skills, confidentiality and knowledge of organization policies and practices.

Office Manager/Bookkeeping/Accounting/Payroll Specialist

09/2007 to 08/2008

HJ Hoffman Company – Norwalk, CT

- Revised data into Fast Manager and performed accounting duties in QuickBooks.
- Handled employees' payroll, input timesheets through QuickBooks.
- Supervised, managed and delegated work flow to other personnel.
- Reconfigured Fast Manager Database to be compliant with company's profile.

Administrative Assistant

04/2006 to 02/2007

CTM Brochure Display – Stamford, CT

- Coordinated administrative, accounting and operational functions for the company.
- Communicated and built relationships with clients, vendors, business partners and colleagues.
- Managed and prioritized all incoming/outgoing communications, including internal/external mail, calls and reports.

Administrative Assistant/Customer Service and Collections Specialist

02/2002 to 04/2006

Lawn Doctor – Stamford, CT

- Composed routine correspondences, memos and reports with minimal direction
- Performed accounting duties; accounts receivables, collections, invoicing and billing.
- Proactively scheduled and maintained calendar of appointments and meetings.
- Followed up on various activities to ensure closure, completion and deadlines are met.
- Independently researched, prioritized, and followed up on incoming assignments, issues and concerns, including those of a sensitive and/or confidential nature; determined appropriate course of action, referral, and/or response.

Education:

- Attended January 1991 to October 1991 - Katharine Gibbs - Norwalk, CT - Information Processing
- Attended September 1989 to December 1990 - Salve Regina College - Newport, RI - Business Management
- Attended September 1986 to June 1989 - Joel Barlow High School – Redding, CT

Bookkeeping Skills:

- Quickbooks Pro / Quicken
- Accounts Receivables / Accounts Payables / Bank Reconciliation
- Quickbooks Account Reporting: Balance Sheet, Profit and Loss, Cash Flow Analysis, Income Statement, Payroll

Administrative/Computer Skills:

- Microsoft Suite/Internet Explorer
- PC/Mac Literate - Software/Hardware Related Issues Troubleshooter
- Customer Service including Multi-Line Phone Experience
- Inbound/Outbound Sales/Marketing/Vendor and Collection Calls

Internet/Social Media Skills:

- Social Media Marketing
- Internet Research Expert
- Hardware/Software Specialist and intermediary Web Support Troubleshooter
- Word Press/Blogger Enthusiast
- Intermediary Web Site / Graphic Designer – Intermediary Proficiency with Illustrator & Photoshop

Personal Achievements:

- Launched A Resume That Speaks For Itself provides resume writing, cover letter, job coaching as well as other administrative services. <http://aresumethatspeaksf.wixsite.com/designs>
- Launched Admin This Desiree which provides administrative, creative, social media, marketing, accounting, graphic and web design consulting services. <http://adminthisdesiree.wixsite.com/myoffice>
- Became an Official Notary Public and my commission expires October 31, 2021.
- Participated in a Meet The Authors open discussion and signing at a Barnes and Noble Event on December 14, 2014 where I was among 4 other authors in a Health/Wellness/Body Book Panel.
- Featured on News12 CT Our Lives with Gwen Edwards discussing my book and newspaper, aired on May 11 and 12, 2013 and it is uploaded on Youtube – <http://www.youtube.com/watch?v=zAyZVfLoX4c>
- Published a self motivation book on March 2013 called Unleashing The Fear Within which is available on paperback or ebook – http://www.youtube.com/watch?v=h208IC_SFok
- Editor of an online newspaper called Fairfield County CT Inquirer which features positive and inspirational articles started in June 2012 - <http://fairfieldcountycyct.zoomvillage.com>