

Alejandra González

EDUCATION & TRAINING

Fall 1997 to Present

Modesto Junior College

Modesto, CA

Continuing Education for personal growth

- Sociology & Psychology with a Human Services emphasis

Courses Include:

- √ Principles of Management
- √ Financial Accounting
- √ Intro to Sociology
- √ Intro to Human Services
- √ Drugs and Alcohol in Society
- √ Social Problems
- √ Interviewing & Counseling
- √ Sociology of the Family
- √ Ethnicity & Culture in America
- √ The Human Lifespan
- √ Human Relations in Business
- √ Psychology of Gender
- √ Professional Interviewing & Counseling
- √ Understanding Dying, Death & Bereavement

June 1993 to May 1996

University of California

Berkeley, CA

- Sociology with a Human Services emphasis
- Worked throughout college to pay for expenses

AREAS OF EXPERTISE

Communication Skills

- Organizational and Customer Relations Skills
- Secretarial and Staff Training
- Administrative Support
- Supervisory Experience
- Purchasing and Record Keeping
- Speak, Write, and Read fluent Spanish

Office Technology Experience

- Microsoft Word; Excel; and Publisher
- Working knowledge of the Internet
- Typing / ~66 wpm
- Skilled with popular business software packages (Windows, Office 2003/2007, Parish Soft, Escape, Illuminate, Infinite Campus)

PROFESSIONAL PROFILE *Experienced and dedicated*

customer-focused administrative support professional offering versatile office management skills and proficiency in Microsoft Office programs. Over eleven years experience in administrative assistance including light bookkeeping, secretarial, and receptionist functions. Serve as the primary point of contact for and liaison between management / administration staff, personnel, visitors, and vendors. **Additionally**, approximately fifteen years experience working with people experiencing crisis or people who are socially excluded; providing support to enable service users to help themselves. Reliable and conscientious employee who can work under direct or indirect supervision. Major strengths in organization, accuracy and attention to detail. Ability to complete assigned tasks efficiently and enthusiastically. A team player who is attentive to detail orientated and able to work in a fast paced environment. Maintain excellent written and oral communication skills, problem resolution abilities, and a high level of confidentiality. Dependable professional, who takes pride in her work, is able to work independently, exceeds expectations and has a strong & honest work ethic.

VOLUNTEER EXPERIENCE

Fall 1996 to Present

Youth Leader

Religious Education Teacher

- Assist the Religious Education director in organizing worship services
- Actively participate in community outreach
- Plan and arrange educational, social and recreational programs for the youth.
- Interpret doctrine of religion to the youth
- Assist in meetings for the development of the religious education programs
- Assisted in selecting books and reference material for religious education classes

Fall 1996 to Present

Lector

Proclaimer of the Word

- Proclaimed the Word during a Liturgical service
- Lead the Prayer of the Faithful at weekend liturgies

PROFESSIONAL DEVELOPMENT

- Excelling as a First Time Supervisor
- How to Design Attention Grabbing Brochures, Catalogs, Ads, Newsletters & Reports
- Successful Solutions for Unacceptable Employee Behavior

REFERENCES

Available upon request

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PROFESSIONAL EXPERIENCE

NORTH MONTEREY COUNTY MIDDLE SCHOOL **Castroville, CA** **January 2012 to Present**

Administrative Assistant and Secretary to the Principal

- Maintained & submitted employee, time sheets, absence verifications and other records and reports
- Orient substitute staff members and informed them of school policies and procedures
- Coordinated maintenance of student data and files
- Administered first aid and dispensed prescription medication in accordance with established policies
- Created requisitions, purchase orders using Escape software and ordered supplies
- Using the Infinite Campus & Illuminate software, registered and oriented new students and their families
- Screened telephone calls, forwarded messages, and provided information upon request

ST. JUDE CATHOLIC CHURCH **Ceres, CA** **December 2008 to January 2011**

in the absence of a Business Manager, additional duties were established

- Continued to employ all previous job responsibilities
- Assured smooth & efficient church operations, and proper & timely completion of projects and activities; provided clerical & administrative support to the Pastor
- Managed all confidential record-keeping systems for the parish. Oversaw maintenance of Sacramental records, parish census & registration.
- Wrote up all Check Requisitions and wrote up all Checks to pay Requisitions after approval
- Managed Human Resource functions, including maintaining personnel files for all staff salary & benefit administration, recruiting, employee relations, training & communications
- Added up all Time Cards and turned in spreadsheet for hourly employees
- Coordinated the Diocesan Ministry Appeal. Completed annual training, assured parish volunteers & supervised the collection of money
- Facilitated background checks of all persons who engaged in ministry within the diocese, including all ordained persons, parish personnel as well as volunteers

Administrative Assistant & Office Coordinator **April 2003 to December 2008**

- Continued to employ all previous job responsibilities
- Kept all Parish Calendars, including Church, Facilities and all Priests appointment books
- Supervised parish clerical staff, provided guidance, training, development, and corrective action as necessary. Assisted the pastor with all recruitment and hiring processes
- Made initial contact with staff and community to answer questions and provided information, referral to appropriate staff or cleric, and made appointments with the Pastor
- Composed, prepared and mailed correspondence from the Pastor
- Maintained office supply inventory and reorders as needed. Oversaw maintenance contracts for various office machines
- Acted as a receptionist; screened calls and visitors, and referred inquiries as appropriate.
- Opened and distributed all incoming mail and assured that all mail and/or packages were forwarded to the appropriate individual(s) / locations; and, daily ensured that all outgoing mail was taken to the post office as well as coordinated bulk mailing projects for the parish

Parish Secretary & Safe Environment Coordinator **October 2002 to April 2003**

- Greeted, directed and functioned as primary liaison between parishioners and clergy
- Established the central church calendar of meetings, conferences, and other events
- Scheduled Baptisms, Weddings & Funerals and recorded into the proper database
- Prepared Church Bulletin and Oral Announcements
- Maintain the parish secure database of persons who meet all diocesan requirements in order to have regular contact with minors
- Coordinated the training & educational aspects of local *Charter for the Protection of Children and Young People*
- Facilitated background checks of all persons who engaged in ministry within the diocese

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ADDITIONAL PROFESSIONAL EXPERIENCE *(continued)*

STANISLAUS COUNTY

Modesto, CA

January 2002 to September 2002

Family Services Specialist

- Provided direct services to families seeking social services and worked to identify social service and health needs of assigned families
- Interviewed applicants and recipients to determine initial eligibility for public assistance; reviewed, evaluated and verified information submitted by the applicant/recipient on applications and related forms to determine continuing eligibility for social services
- Initiated procedures to grant, modify, deny and terminate eligibility and grants for various aide programs, such as a public welfare, employment and medical assistance
- Authorized amount of grants, based on determination of eligibility for amount of money payments, food stamps, medical care and other general assistance.
- Identified need for social services and made referrals to various social service agencies and community resources available which responded to the needs & interests of families

THE SALVATION ARMY

Modesto, CA

August 1999 to January 2002

Bi-Lingual Caseworker

- Interviewed and determined eligibility or continued eligibility for available social services within the agency, such as: finances, travelers aide, employment referrals, food, clothing, and housing referrals
- Secured information, such as social factors contributing to client's situation
- Aided clients to mobilize environmental resources to improve social functioning
- Referred clients to community resources and other organizations
- Accessed and recorded clients and community resource information
- Secured supplementary information, such as employment records
- Interviewed and evaluated to determine the extent of social services and utility assistance such as REACH, FEMA, COMCARE and TID needs of clients.
- Coordinated the Community Service Camp for underprivileged children
- Assisted with the Coats for Kids Program

MANTECA MEDICAL GROUP

Manteca, CA

June 1999 to August 1999

Medical Records Clerk

- Performed all clerical related duties required for medical record maintenance
- Compiled, verified, typed and filed medical records
- Prepared folders and maintained records of newly admitted patients
- Reviewed medical records for completeness, assembled records into standard order and filed records in designated areas according to applicable alphabetic numeric filing systems
- Collaborated with other workers with coding of records
- Posted results of laboratory tests to records

M.C.I. RELAY AMERICA

Riverbank, CA

June 1996 to June 1999

Relay Operator

- Worked on the inbound call center customer service floor providing over the phone customer service to deaf, hard of hearing and speech impaired customers
- Assisted disabled customers in the selection of communication equipment and devices to meet their needs and telephone system issues
- Provided basic over the phone troubleshooting of equipment for disabled customers

UNIVERSITY OF CALIFORNIA

Berkeley, CA

September 1993 to May 1996

Payroll Clerk