

TRACY PERSAUD

277 Euclid Avenue, Brooklyn, New York 11208

Cell: 3477434152

TracyPersaud@Gmail.Com

SUMMARY

To obtain a position where I can apply my skills and gain further knowledge. Committed and motivated individual with exceptional customer service and decision making skills. Strong work ethic, professional demeanor and great initiative.

HIGHLIGHTS

- Self-directed
- Professional and mature
- Resourceful
- Report development
- SEO strategies
- MS Office proficient
- Proper phone etiquette
- Invoice processing
- Social media knowledge
- QuickBooks knowledge
- Scheduling
- Client management

EXPERIENCE

COMMAND FINANCIAL

Manhattan, NY

Administrative Assistant/ Receptionist

07/2017 to Current

- Assist customer service department with administrative tasks as necessary.
- Transfer data from paper formats into company software precisely while checking for any errors.
- Update company address book entering new clients, companies and/or vendors.
- Organize all papers alphabetically and according to content, dates, significance etc. Store all paperwork in designated places securing the important documents.
- Manage the receptionist area, including greeting visitors and responding to telephone and in-person requests for information.
- Manage high volume of calls taking messages, forwarding calls and answering questions using a switchboard operating system.
- Make copies, send faxes and scan documents into electronic system as necessary.
- Assist with in house client meetings.
- Track job files during job close process to transfer to necessary department for billing.

NEW YORK COUNTY FAMILY COURT (INTERNSHIP)

Manhattan, NY

Court Assistant

01/2017 to Current

- Assisted with mailing and arrangements for delivery of legal correspondence to clients, witnesses and court officials.
- Assisted with organization and maintenance of law libraries, documents and case files.
- Assisted in researching data regarding statutes, decisions, legal articles and codes.

AIRREFCO CORP

Queens, NY

Office Manager

12/2015 to 11/2016

- Managed the receptionist area, including greeting visitors and responding to telephone and in-person requests for information.
- Posted open positions on company and social media websites.
- Organized files, developed spreadsheets, faxed reports and scanned documents.
- Received and screened a high volume of internal and external communications, including email and mail.
- Identified and resolved system and account issues.
- Issued paychecks to employees on a weekly/bi-weekly basis.
- Maintained accounts receivable documentation electronically and on paper.
- Processed payroll, electronic deposits and employee pay adjustments.
- Input all employee work orders into Acowin program to create customer invoices.
- Cross checked materials on employee work orders with incoming receipts.

GREEN HILL MANAGEMENT CORP

Brooklyn, NY

Office Manager

11/2013 to 11/2015

- Typed documents, updated websites and compiled information for meetings.
- Prepared and renewed leases.
- Prepared documents such as scope of work, construction contracts, proposals, tenant letters, etc.
- Received and tracked rent, fees and overhead charges from tenants for property maintenance using QuickBooks.
- Accounts Receivable: input client purchases as well as payments into QuickBooks.
- Accounts Payable: input bills and expenses into QuickBooks software.
- Created Microsoft word documents: letters of employment, revised existing contracts, wrote proposals, created invoices for various purposes as per my employers' request.
- Wrote reports and correspondence from dictation and handwritten notes.
- Properly routed agreements, contracts and invoices through the signature process.
- Organized files, developed spreadsheets, faxed reports and scanned documents.
- Tracked and wrote letters of dispute for existing parking violations.

NEW YORK STATE LEAD/ YOSSI STERN CONSTRUCTION

Brooklyn, NY

Executive Secretary

08/2012 to 11/2013

- Completed purchase orders and customer invoices.
- Monitored sales and service records and investigated discrepancies.
- Handled incoming and outgoing correspondence, including mail, email and faxes.
- Typed documents, updated websites and compiled information for meetings.
- Screened telephone calls and inquiries and directed them as appropriate.

CERTIFICATIONS

- Notary Public, State Of New York

EDUCATION

OPPORTUNITIES FOR A BETTER TOMORROW, Brooklyn , NY, United States

Courses: Office Procedures, World of Work, Keyboarding, Microsoft Office and Public Speaking

2017

BACHELOR OF SCIENCE: LEGAL STUDIES

New York City College Of Technology, Brooklyn, NY, UNITED STATES

2019