

Carlos G. Flores

SUMMARY: Personnel Administrator with more than 7 years experience in many areas of the personnel administrative field as a section head with an expertise in streamlining paper flow with a concentration on computer aided customer service. Able to deal with customers of all ages and backgrounds due to experience as a troubleshooter in a customer service intensive field. Proven to work under pressure by delivering a timely product on untimely requests.

EXPERIENCE:

Colton Professional Plaza

Operations Specialist

Colton, CA

October 2006 – Present

- In charge of identifying problems, developing solutions, implementing said solutions and training personnel on new processes and policies
- Created a client tracking database to implement some ideas from the Raving Fans book
- Created a Credit report/Appraisal report tracking database
- Created and implemented a new system for organizing loan files
- Provided IT support as necessary

Wells Fargo Home Mortgage

Administrative Assistant

Carlsbad, CA

June 2006 – October 2006

- Assisted the Division President on day to day tasks
- Created an internal tracking board for loans processed, and status on division activities
- Responsible for all the personnel files on all division employees
- In charge of preparing, sending and tracking closed loan files to a storage location

Landscape Development Inc.

Earth Services Administrator

Vista, CA

November 2005 – June 2006

- Audited crew time cards weekly
- Assisted with ongoing client relations, via written communication, telephone and meetings
- Assisted the accounting department on billing procedures
- Set in place a filing system for a position that was unmanned for some time
- Assisted during Stormwater Pollution Prevention Plans (SWPPP) presentations
- Created a Spreadsheet to track amounts available on contracts, work completed, held amounts from clients, and crew schedules
- Assisted the Project Manager on Creating bids, collecting held amounts from clients, purchasing and Billing

United States Marine Corps

Temporary Additional Duty Orders Chief

Okinawa, Japan

January 2004 – July 2005

- Issued over 2,800 travel documents over two fiscal years.
- Successfully helped to transition to a paperless system of filing for all documents pertaining to the section for two fiscal years.
- Implemented a system that decreased the time spent disseminating documents to customer as well as other work sections.
- Saved the department close to \$10,000 by improving the system used to compute per diem expenses of travelers on government business
- Successfully trained 6 Administrative clerks on duties that were unfamiliar to them

Administration Clerk/Operations Clerk

Jacksonville, FL

December 2001 - January 2004

- Improved timeliness in submission of pay-related items well below the 5% lateness threshold required by the Service.
- Created a system to track new employees' pay and allowances that is still being used.
- Created a tracking system to maintain a 10 % of female applicants to the Marine Corps required by higher headquarters.
- Created an automated system to maintain the commander's recruiting status board, which served as the nervous system of the operations section.
- Trained 2 Operations Clerks on daily duties in an unfamiliar field

Administration Clerk/Manpower Clerk/Orders Chief Jacksonville, NC May 1998 - December 2001

- Created a system that enabled the command to track all personnel in real-time and provided the Commander an accurate snapshot of the personnel strength of the Battalion of over 800 personnel in 3 or more locations at one time.
- Created a filing system that was non-existent at the time.
- Improved the timeliness of submission of travel reimbursement vouchers, well below the standard of 3 days.
- Created and maintained a system to train new personnel that became the standard used by the next higher unit.
- Issued over 500 travel documents and over 350 sets of transfer documents.
- Streamlined the process that the clerks use to determine per diem rates for government travelers.

EDUCATION:

2006-Present California State University, San Bernardino
Courses focusing on higher Baccalaureate level

2004-2005 University of Maryland University College
Courses focusing on higher Baccalaureate level

2003-2004 Columbia College, Missouri
Courses focusing on lower Baccalaureate level

ADDITIONAL INFORMATION:

- Fully Fluent in Spanish
- Versed in the Microsoft Office suite (Word, Excel, Access, Outlook, PowerPoint, Visio, FrontPage) and other Software applications.
- Versed in the Macintosh OS (9, X) and its applications (Appleworks, Mail, iWork)
- Attended service provided leadership courses
- Able to train new personnel using the lecture method or On-the-Job-Training.
- Able amateur photographer
- Versed in basic web design
- Versed in Photoshop 7.0, able to create fliers, letterhead, business cards, etc.
- Able to type 40-50 WPM.