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| K  SSS | Katherine  Santana  PROFESSIONAL SERVICES | |
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| 815-600-3538  KatInc217@gmail.com  Greater Chicago Area  [KatherineSantana-LI](about:blank) | | **SUMMARY OF QUALIFICATIONS** |
| * Experienced administrative professional with excellent organizational and communication skills, and a strong team player |
| * Detail-oriented and proactive in problem-solving, able to work well under minimal supervision, with the ability to work from home effectively |
| * Proven customer services skills with a professional conduct |
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**EXPERIENCE:**

**Administrative/Executive Assistant**

*SAC Wireless/A Nokia Company*, Chicago, IL April 2017- February 2021

* Provided comprehensive support to senior executives and department managers, managing their schedules, and arranging travel logistics.
* Coordinated and organized departmental meetings and events, including catering, logistics, and materials preparation.
* Conducted extensive research and analysis to support departmental projects and initiatives.
* Demonstrated excellent communication skills while managing day-to-day correspondence with internal and external stakeholders, including clients and vendors.
* Maintained departmental records and files, ensuring accuracy and completeness.
* Worked with various programs including Outlook, WebEx, Skype, Excel, Smartsheet, and Salesforce Site Tracker.

**Customer Service Representative**

*Blaze Pizza*, Orland Park, IL November 2016-November 2019

* Provided excellent customer service by handling customer inquiries and complaints in a timely and professional manner.
* Operated the cash register and fulfilled customer orders, maintaining high levels of accuracy and efficiency.
* Prepared pizzas in accordance with established standards, ensuring food quality and consistency.
* Maintained the cleanliness and organization of the dining area, including table setup and clearing.

**Office Cleaner**

*Christian Brothers Services*, Romeoville, IL December 2009-January 2012

* Maintained a multi-office business complex by cleaning and sanitizing offices, restrooms, and kitchen spaces.
* Conducted trash removal, vacuuming, and other janitorial tasks to ensure a clean and hygienic environment.

**Dispatcher/Secretary**

*Estes Express Lines*, McCook, IL July 2007-November 2007

* Responsible for dispatching more than 20 company and interline drivers, ensuring timely and efficient delivery of goods.
* Managed all associated secretarial duties, including the preparation of necessary documents for each inbound and outbound driver.
* Resolved driver and customer service issues in a timely and professional manner.

**Administrative Assistant**

*AAA All County Board Up & Glass*, Homer Glen, IL March 2005-December 2006

* Provided comprehensive administrative support, including payroll processing, staff training, and supervision, billing and collections, and insurance verification.
* Managed dispatch duties, coordinating the scheduling of staff and ensuring timely and efficient service.
* Assisted in glass replacement estimates, demonstrating a keen eye for detail and accuracy.

**Customer Service Representative**

*American Freightways/Fed-Ex*, Summit, IL October 1992-March 1998

* Operated the switchboard, answering and directing customer inquiries to appropriate departments.
* Scheduled daily appointments for freight pick-up and delivery, ensuring accuracy and efficiency.
* Prepared cash reports and bank deposits, demonstrating excellent financial acumen.

**EDUCATION & tRAINING:**

**Moraine Valley Community College,** *Palos Hills, IL*

Medical Terminology Computers in Allied Health GPA: 3.25

**Computer Learning Center,** *Chicago, IL*

Computer Operations - Honors GPA: 4.00

**TechnicaL SKILLS:**

**Proficient+ in:**

Microsoft Office Suite | Outlook | WebEx | Smartsheet | Salesforce

**Volunteer:**

**Parkview Christian Church & First Baptist Church of Lockport,** *Lockport, IL*

Coordination of volunteers for various church functions, including food pantry, child ministry, communion prep and administrative support.