

Monica L. Peña

810 E. Langsford Rd. #301
Lees Summit, MO 64063
816-785-9806
Monica.lizethe@hotmail.com

Profile:

- Detail-oriented, very thorough worker with 4+ years of administrative support experience.
- Self-motivated, great work ethic with 4 years in a half of Manager Experience, and the ability to prioritize multiple duties.
- Strong customer service and communication skills.
- One year of Medical office experience and 4+ years of General office experience.
- Fluent in Spanish.

Education:

Van Horn High School
High School Diploma

Independence, MO
May 1999

Penn Valley Community College
Basic Classes

Kansas City, MO
August 1999-May 2000

Kansas City, MO
August 2007-May 2008

Experience:

Habaneros Restaurant
Server/Manager (in training process)

Lees Summit, MO
January 2018 – Present

- Greet Customers
- Place orders
- Run Food
- Clean
- Checkout
- Make sure all servers completed side work
- Training
- Bank deposit runs
- Reports
- Managing
- Scheduling

DH Pace Company
Administrative Assistant (Mail Room Administrator)

Olathe, KS
November 2014 – April 2018

- Sorted and distributed Incoming USPS, UPS, and FedEx mail/packages for corporate company
- Processed all Outbound USPS, UPS, and FedEx pickups on timely manner
- Ordered and distributed general office supplies, kitchenette, and restroom items
- Confirmed office supply, kitchenette and restroom invoices and forwarded to AP for payment
- Mentor for our intern high school students
- Coding and expense reports once a month (IDT)
- Booked travel

- Get conference rooms ready for conference meetings
- AP (Cut 200-300 checks 2 times a week)

DH Pace Company

Administrative Assistant

Kansas City, MO

October 2013 - 04/24/2014

- AP (Cut 200-300 checks 2 times a week)
- Sorted Incoming Mail
- Ordered Office Supplies
- UPS/Hotel Invoices
- Coding
- Travel
- Filing
- Generated Reports

APW Plumbing, Heating, & Cooling Company

Temporary Service Coordinator

Kansas City, KS

June 13 - Present

- Schedule service calls
- Data Entry
- Open Office
- Assist Service Technicians
- Communicate with home warranty companies
- Order necessary parts for installations/repairs
- Answer questions/troubleshoot for customers
- Check emails and fax machine for any home warranty claims
- Organize quote receipts, and get checks ready for incoming delivery's or pick up parts orders
- Map scheduled appointments
- Copy all necessary documents for service technicians
- Print/organize daily tickets & check all final tickets the next day
- Make sure service technicians are charging accordingly

Law Office of Paul Samuel Franco LLC.

Legal Assistant

Kansas City, MO

November 2011 - May 2013

- Scheduled meetings and appointments and maintained daily calendar for manager.
- Made travel arrangements when necessary
- Opened new files
- Record and transcribed minutes of meetings; distribute mail to appropriate personnel
- Scheduling office appointments (5-10 appoint. Daily).
- Taking notes for Attorney, written or typed in lap top
- Making sure Attorneys daily files are ready and organized for court.
- Mark down important deadlines and remind attorney of upcoming deadlines.
- Filed documents on behalf of attorney, before deadlines came up.
- Answer phone (4 lines)
- Translate English documents to Spanish
- Copier, fax, email and answer machine work
- Mail out all packages and regular mail
- Inbound & outbound calling
- Receive clients

- Billing (once a month-every 15th)
- Collections (once weakly)
- Take all payments; debit, credit card, cash, money orders or checks.
- Data Entry
- Handled all the supplies for the office; made sure the office was fully stocked.
- Translate from English to Spanish and from Spanish to English

Aarons Sales and Lease
Sales Manager

Kansas City, MO
August 2008 - November 2011

- Go over daily deliveries with team and make sure deliveries are ready to load.
- Made sure drivers left and returned from deliveries on a timely manner.
- Scheduling
- Maintained show room stocked, cleaned, organized, priced etc.
- Ordered merchandise to keep back room stoked and for those Customers that preferred their merchandise fresh out of the warehouse.
- Managed customer Service rep, and two drivers.
- Inbound/outbound calling
- Verified applications and opened files
- Cash register, copier, fax , machine work and marketing
- Open/Closed store and did runs to the bank for deposits
- Collections
- Quarter audits

References:

- Available upon request



ACROBAT OUTSOURCING
TSC GROUP

Employment Application

Acrobat Outsourcing is an equal opportunity employer dedicated to non-discrimination in all employment practices. Acrobat Outsourcing selects the best qualified individual for the job based on job-related qualifications regardless of race, age (40+), color, religion, gender, national origin, ancestry, marital status, sexual orientation, disability or any other status protected by applicable law.

PLEASE PRINT

Full Name Monica L. Pena Date: 12/2/2019
Home Telephone (816) 785-9806 Other Telephone () NA
Present Address 810 E. Langston Rd #301
Permanent Address, if different from present address: NA
Email Address monica.lizeth@hotmai.com

EMPLOYMENT DESIRED

Position applying for Admin Assit Salary desired: \$16.00

Are you currently registered with any staffing and/or employment agencies? If so, please list
NO

Are you applying for: Full-time work? Yes ☒ No ☐ Part-time work? Yes ☐ No ☒

Temporary work, e.g., summer or holiday work? Yes ☐ No ☒ From: ☐ To: ☐

How did you find out about our open position? (Please check fill in proper name of source):

Referral ☐ Name of Referral ☐ Newspaper ☐ Job Fair ☐ Agency ☐

Company Website ☐ Other Web Posting ☐ Other Source ☐

Could you work overtime, if necessary? Yes ☐ No ☐ If hired, on what date could you start working?

Please keep in mind that schedules and shifts may vary depending on position and season. Additionally, the hours may vary from week to week, depending on the company needs. Please list only the times/days you're available to work below.

SPECIFY HOURS AVAILABLE DAILY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
AM							
PM							

Do you have any vacations or extended leaves planned in the next 12 months? If so, please list dates:

PERSONAL INFORMATION

Have you ever applied to or worked for Acrobat Outsourcing before? Yes___ No___ ☒ If yes, when? _____

Do you have friends or relatives working for Acrobat Outsourcing? Yes___ No___ ☒ If yes, please state name and relationship _____

If hired, would you have a reliable means of transportation to and from work? Yes___ No___ ☒

If hired, can you present evidence of your legal right to live and work in this country? Yes___ No___ ☒
State age if you are under 18 _____. If you are under 18, hire is subject to verification that you are of minimum legal age to work.

Are you able to perform the essential functions of the job for which you are applying? Yes___ No___ ☒

If no, describe the functions that cannot be performed. (Note: We comply with the ADA and consider reasonable accommodation measures that may be necessary for eligible applicants/employees to perform essential functions.)

Pursuant to any and all Fair Chance Ordinances, we will consider for employment qualified applicants with arrest and conviction records.

EDUCATION & SKILLS

NAME OF SCHOOL	CITY & STATE	GRADE OR DEGREE COMPLETED	DID YOU GRADUATE?
Van Horn	Indep MO	Diploma	<input checked="" type="checkbox"/>
Do you have any special licenses, certificates or special training? If so please list under "Special".		YES	<input checked="" type="checkbox"/>
Are you computer literate? If so, list software knowledge under "Special."		YES	<input checked="" type="checkbox"/>
Are you proficient with Point of Sales Systems? If, so please list which ones under "Special."		YES	<input checked="" type="checkbox"/>
Do you have any other experience, training, qualifications or special skills, which you feel make you especially suited for work at Acrobat Outsourcing? If so, please list under "Special."		<input checked="" type="checkbox"/>	NO
Special: Bilingual (Spanish)			

EMPLOYMENT HISTORY

List below all present and past employment starting with your most recent employer (last 10 years is sufficient). Account for unemployment periods of three months or more.

Are you currently employed? Yes___ No___ If so, may we contact your current employer? Yes___ No___

Name and Address of Employer _____

Type of Business _____ Telephone No. (____) _____ Supervisor's Name _____

Your Position and Duties _____

Dates of Employment: From _____ To _____

Reason for Leaving: _____

Name and Address of Employer _____

Type of Business _____ Telephone No. (____) _____ Supervisor's Name _____

Your Position and Duties _____

Dates of Employment: From _____ To _____

Reason for Leaving: _____

Name and Address of Employer _____

Type of Business _____ Telephone No. (____) _____ Supervisor's Name _____

Your Position and Duties _____

Dates of Employment: From _____ To _____

Reason for Leaving: _____

Name and Address of Employer _____

Type of Business _____ Telephone No. (____) _____ Supervisor's Name _____

Your Position and Duties _____

Dates of Employment: From _____ To _____

Reason for Leaving: _____

Have you ever been fired from any previous place of employment? If so, please explain: _____

MILITARY SERVICE

Have you obtained any special skills or abilities as the result of service in the military? Yes _____ No ☒
If so, describe: _____

JOB RELATED REFERENCES

List below three persons not related to you who have knowledge of your work performance within the last three years.

Name: Franchesca Salas Telephone No. (816) 446-2197
Address KCMO
Occupation: Admin Asst Relationship: Sister Number of Years Acquainted: 20 yrs

Name: _____ Telephone No. (____) _____
Address _____
Occupation: _____ Relationship: _____ Number of Years Acquainted: _____

Name: _____ Telephone No. (____) _____
Address _____
Occupation: _____ Relationship: _____ Number of Years Acquainted: _____

I hereby certify that I have not knowingly withheld any information that might adversely affect my chances for employment and that the answers given by me are true and correct to the best of my knowledge. I further certify that I, the undersigned applicant, have personally completed this application. I understand that any omission or misstatement of material facts on this application or on any document used to secure employment shall be grounds for rejection of this application or for immediate discharge if I am employed, regardless of the time elapsed before discovery.

I hereby authorize Acrobat Outsourcing to thoroughly investigate my references, work record, education and other matters related to my suitability for employment and, further, authorize the references I have listed to disclose to the company any and all letters, reports and other information related to my work records, without giving me prior notice of such disclosure. In addition, I hereby release the company, my former employers and all other persons, corporations, partnerships and associations from any and all claims, demands or liabilities arising out of or in any way related to such investigation or disclosure.

I hereby authorize Acrobat Outsourcing and its authorized representatives to solicit information regarding my background, which may include but not be limited to, information about my employment, education, and/or criminal history, which may be in the files of any federal, state, or local criminal justice and law enforcement agency and general public records history.

I understand that if selected for hire, it will be necessary for me to provide satisfactory evidence of my identity and legal authority to work in the United States, and that federal immigration laws require me to complete an I-9 form in this regard within three days of my hire date.

Acrobat Outsourcing is an at-will employer. I understand that nothing contained in the application, or conveyed during any interview, which may be granted or during my employment, if hired, is intended to create an employment contract between me and the company. In addition, I understand and agree that if I am employed, my employment is for no definite or determinable period and may be terminated at any time, with or without prior notice, with or without cause, at the option of either myself or the company, and that no promises or representations contrary to the foregoing are binding on the company unless made in writing and signed by me and the company's designated representative.

I hereby acknowledge that I have read and understand the above statements.

12/2/2019