

# Nelly Alonso

Administrative assistant and cashier with 7 years of experience, specialized in customer service, counter sales, handling daily accounts, maintaining inventory, organized and capable of carrying out multiple administrative tasks efficiently .

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## PROFESSIONAL EXPERIENCE

### Maquinas y Herramientas El Sol, S.A. de C.V. Querétaro, Qro. México — *Administrative Assistant*

October 2019 - December 2022

- Answering calls and emails.
- Preparation of quotes and follow up with prospects.
- Elaboration of bills, make payments to suppliers and service invoices.
- Make a daily resume of bills.
- Preparation and filing of customer and supplier files. • Make reports of expenses and income of the financial transactions of the day and generate the corresponding records in the internal databases.
- Prepare operating manuals for the sales and purchasing departments.
- Apply expertise in business administration, record keeping, planning, policies, procedures, researching, scheduling, and related responsibilities to ensure productive operations.

### Maquinas y Herramientas El Sol, S.A. de C.V. Querétaro, Qro. México — *Cashier*

September 2015 - October 2019

- Open and close the store, including the turning on and off the business equipment.
- Receive payments in cash, debit and credit cards.
- Calculate total payment received per day and reconcile the results with total sales.
- Sales counter. Customer service and advice.
- Implement new service strategies, increasing customer attraction by giving information about discounts, deals of the day and new products or services.
- Use electronic scanners to identify the price of the products.

## EDUCATION

### Universidad Politécnica de Querétaro, Querétaro, Qro. México — *Bachelor of Business Administration (GPA: 3.7/4.0)*

January 2013 - September 2015

## SKILLS

- Microsoft Office tools (Excel, Word, PowerPoint, Outlook).
- Ability to learn and use new administrative software. - Positive attitude and ability to work in a team.
- Effective verbal and written communication.
- Helpful and active listening. - Ability to identify and solve problems.

## PROJECTS

**Update company website.** The website was updated incorporating online communication media, which generated an increase in potential customers.