

MS

MIRIAM SEGURA

PROFESSIONAL SUMMARY

Experienced administrative professional with over 9 years of experience in assisting executive rolls in education, and business management. Highly skilled in data entry, 5 star customer relations and service, administration, case management, and youth and adult crisis intervention. Excellent reputation for project management, community and business related marketing and networking, resolving problems, improving community satisfaction, and driving all operational improvements. Skilled in monitoring student/client activities to facilitate positive and supportive learning environment and emotional crisis support and management. Responsive and engaging Human Resources Assistant skilled in supporting employees and managers with diverse HR needs. Expert with word processing, database and benefits administration software. Focused on keeping systems updated and facilitating positive employee relations.

SKILLS

- Client Engagement
- Data Entry / Confidentiality Compliance
- Community Outreach Coordination
- Advanced MS Office Programs Proficiency
- Sales and Marketing
- Project/Event Management and Planning
- Conflict Resolution
- Special Education Support
- K-12 Behavior Improvements
- Small Group and Individual Assistance
- HR Systems
- Positive Reinforcement Strategies

WORK HISTORY

Business Development Manager | Elite Division - 02/2022 - CURRENT
Lodi, CA

- Produced over 250 client office files, updated spreadsheets and crafted presentations to support executives and boost team productivity.
- Created expense reports, budgets and filing systems for management team.
- Prepared documents, reports and presentations for executives and board members using advanced software proficiencies.
- Transcribed minutes of meetings and executed meetings and events for company to support sales, business development and senior management teams.

- Handled logistics, catering, agendas and travel arrangements for meeting and event planning for board of directors, president and executive vice president.
- Maintained original leases and renewal documents in digital and hardcopy format for property management office.
- Maintained payroll and benefits for employees in various locations and diminished financial discrepancies through expert program management.
- Maintained company compliance with local, state and federal laws, in addition to established organizational standards.
- Monitored and handled employee claims involving performance-based and harassment incidents.
- Built client relationships by responding to inquiries, identifying and assessing clients' needs, resolving problems, and following up with potential and existing clients.
- Identified and pursued valuable business opportunities to generate new company revenue and improve bottom line profit.
- Facilitated onboarding sessions and on-the-job training for new hires, bolstering employee job position knowledge and skillset.

Executive Assistant | San Joaquin County Office Of Education - Stockton, CA 06/2018 - 02/2022

- Developed and maintained automated alert system for upcoming deadlines on incoming requests and events year round.
- Organized logistics and materials for each meeting, arranged spaces and took detailed notes for later dissemination to key stakeholders.
- Upheld strict timetables by maintaining accurate, balanced calendars.
- Worked with 8 managers to achieve compliance with organizational policies, providing clarifying information and recommending necessary changes.
- Provided guidance on policies and procedures to harmonize responses, provide appropriate investigation actions and reach resolution of grievances.
- Recruited top talent to maximize profitability.
- Represented organization at industry conferences by manning booths and giving polished presentations.
- Collaborated with various county schools, companies and government entities to shape approaches and leveraged trends in local marketplaces and industries.
- Responded to emails and other correspondence to facilitate communication and enhance business processes.

Business Manager | Aspire Public Schools - Stockton, CA 05/2013 - 05/2018

- Managed all aspects of Student Information Systems (ensuring integrity of student demographic, health, scheduling, and academic data)
- Responsible for enrolling school entirely, keep track of all funding and budgets.
- Responsible for custody of student files, ensuring they are obtained and maintained effectively manages all aspects of student enrollment and attendance reporting, maintaining accurate electronic and hard copy records.
- Managed confidential information appropriately and complied with HIPPA guidelines.
- Collects and processes payments for dozens of school events (e.g., lunch deposits, donations, fundraisers) according to state policy and best practices.
- Developed, hired trained and evaluated educators and support staff. Took corrective action as necessary on a timely basis and in accordance with company policy; consulted with Human Resources as needed.
- Worked with Principal to supervise Building Manager and other educational classified staff.

CERTIFICATIONS

- CAP - Certified Administrative Professional
- CM - Certified Manager Certification
- First Aid/CPR Certified
- RBT - Registered Behavior Technician
- Victim Witness Advocate
- Adult Crisis Mental Health
- CPI (Crisis Prevention Intervention)
- 67 WPM
- Project Management Certified
- HIPPA Compliance Certified

LANGUAGES

Spanish



Native or Bilingual

EDUCATION

San Joaquin Delta College, Stockton, CA

Associate of Science: Business And Managerial Economics