

Carla Ruiz

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CAREER TARGET: ADMINISTRATIVE SUPPORT

Quality-focused, highly organized professional with 20+ years of experience in organizational and business support positions, including Administrative Assistant, Office Manager, and Service/Sales Representative. Strong organizational skills with the ability to independently perform administrative activities. Trusted advisor, liaison, and assistant. Consistent track record of improving processes and maintaining efficiency. Able to communicate effectively across all organizational levels. PC skills in MS Office and proprietary applications.

Knowledge/skill areas include:

**Meeting Planning ■ Virtual Management-Employment ■ Efficiency Improvement
Office Administration & Support ■ Confidential Correspondence ■ Project Management
Workflow Planning & Prioritization ■ Customer Needs Assessment ■ Personal Assistant
Department Liaison Activities ■ Records & Data Management ■ Field Service Operations**

PROFESSIONAL EXPERIENCE

Field Inspector / Claims Service Representative

AAA, San Joaquin/Calaveras/Amador Counties

1995 – Present

Provide claims service for members of the California State Automobile Association and 3rd-party claimants. Assess damage and conduct investigations for liability determinations. Process material damage claims, write estimates, and settle losses that include fatalities and total losses. Work as part of 12-member team that services over 9 counties, satisfying regulations for State of California Department of Insurance. Use popular and proprietary computer applications in claims processing activities. Key Contributions:

- ❑ **Workflow Planning & Prioritization** – Arranged schedule to allow for emergency situations and managed tasks effectively to meet time guidelines. Ensured full awareness of circumstances from customers through frequent and timely communications.
- ❑ **Corporate Goal Fulfillment** – Surpassed individual goals for subrogation collections and contributed to team's over-achievement of similar objectives.
- ❑ **Teamwork & Training** – Met with field inspectors once a month to discuss methods for improving work performance. Contributed to development of cross-training program that provides for personnel coverage in emergency situations.
- ❑ **Professional Development** – Gained strong background in industry-specific tasks such as vehicle repair process, flat-rating procedures, and repair shop negotiations.
- ❑ **External Partner Relationships** – Built excellent relationships with customers, vendors, and other companies, translating into higher levels of satisfaction and cost savings.
- ❑ **Performance Evaluation** – Earned 4.53 overall rating on 2003 Performance Evaluation (scale from 1 to 5, with 5 being highest).

(Continued)

Sales / Customer Service Representative

DMV REGISTRATION SERVICES, Lodi, CA

1994 – 1995

Provided service to multiple auto and marine dealerships, completing and processing DMV paperwork on premises. Bonded and licensed with California. Key Contributions:

- ❑ **Client Service** – Aided in controlling costs for clients while providing valuable service to meet client's time and functional requirements.

Office Manager

BIG BOYS TRUCKS, INC., Elk Grove, CA

1992 – 1994

Directed team of 4 in various business development and operational functions for company specializing in sales of after-market accessories for individuals and dealers in pick-up truck market. Scope of responsibility was diverse and included setting up financing for customers, developing dealership promotional sales campaigns, handling A/P and A/R, and implementing employee handbook tasks. Key Contributions:

- ❑ **Team Building & Leadership** – Fostered excellent relationships with staff, maintaining “open door” communications policy and motivating individual team members to improve performance.

PRIOR EXPERIENCE:

* Additional position as **Administrative Assistant** for Industrial Electric Manufacturing, Inc. Performed various functions within several departments, including purchasing, cost analysis, small claims actions, travel coordination, records management, and data entry.

- ❑ **Regulatory Compliance** – Conducted research and identified areas of non-compliance, then hired personnel and developed proposal to fix problems. Generated cost savings, improved efficiencies, and full compliance with state regulations (prior to upcoming inspections) as a result.
- ❑ **Executive Support** – Maintained accurate records and travel itinerary for CEO, ensuring top-priority objectives were met and earning recognition for efforts. Personal Assistant, Team Lead Administrative Staff.
- ❑ **Employee Motivation** – Served as Employee Activities Director, contributing to improved employee morale and increased productivity.

EDUCATION & TRAINING

Associate of Arts Degree in Business

American River College, Sacramento, CA

Professional Training Courses:

- ❑ Time Management/Extended College Program – University of San Francisco, San Francisco, CA
- ❑ Diploma, Dale Carnegie Human Relations – Completed 90-day program.
- ❑ Certificate, Securing Life/Crime Prevention Seminar
- ❑ Department of Insurance Compliant Courses

Computer Skills

- ❑ MS Word, Outlook-Explorer, Internet research, proprietary applications