

# JESSICA RUEDA MILLÁN

## ASSISTANT GENERAL MANAGER

Versatile Assistant General Manager with more than 5 years of experience overseeing daily operations for multiple internal companies. Decisive planner and analytical problem solver with skill in managing teams to meet stringent objectives. Personable and collaborative demeanor demonstrated through polished communication and willingness to apply team feedback to resolve challenges.



## EXPERIENCE

### 2014 - Current

#### Grupo Corporativo Nove

##### ASSISTANT GENERAL MANAGER

- Saved \$ per year by implementing cost-saving initiatives that addressed long-standing problems.
- Delivered services to customer locations within specific timeframes.
- Identified issues, analyzed information, and provided solutions to problems.
- Proved successful working within tight deadlines and a fast-paced atmosphere.
- Participated in continuous improvement by generating suggestions, and engaging in problem-solving activities to support teamwork.
- Developed team communications and information for meetings.
- Worked within applicable standards, policies, and regulatory guidelines to promote a safe working environment.
- Resolved conflicts and negotiated mutually beneficial agreements between parties.
- Collaborated with team members to achieve target results.
- Onboarded new temps by entering employee information into systems.

### 2009-2014

#### Mercantil Bank, Caracas. Venezuela

##### Call Center Representative

- Adhered to company policies and scripts to consistently achieve call-time and quality standards.
- Performed various clerical duties by filing and faxing documents and creating customer databases.
- Resolved concerns with products or services to help with retention and drive sales.
- Sought out extra training opportunities to enhance customer relationship management abilities.
- Boosted customer service satisfaction ratings through consistent quality control.

## CONTACT

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## EDUCATION

### 2009 - 2014

#### National University Simon Rodriguez

Bachelor of Administrative Studies

### 2000 - 2005

#### U.E. Madre Emilia College

High School Diploma.

## SKILLS

- Business operations knowledge
- Team leadership expertise
- Financial leadership ability
- Budget development
- Client account management
- Inventory management

## ACCOMPLISHMENTS

- Supervised team of +20 staff members.
- Used Microsoft Excel to develop inventory tracking spreadsheets.
- Good handling of the CONTPAQ tool for making invoices and applying for payments.
- I participated in the creation of a new Accounts Receivable department for one of the internal companies, creating new codes to register them in the system, checking the new codes for each client, etc. Management of cash for any eventuality.

## REFERENCES

Lic. Rafael García 33 26509032