

# ANDREA M. D'ALESSANDRO

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## Office Administration

Dedicated and technically skilled business professional with a versatile administrative support skill set developed through experience as an office administrator. Excels in resolving employer challenges with innovative solutions, systems, and process improvements proven to increase efficiency, customer satisfaction, and your bottom line.

## Key Skills

Customer Service	Report & Document Preparation	Staff Development & Training
QuickBooks	Microsoft Office: Word/Excel/Outlook	Teambuilding & Supervision
Payroll	Records Management	Calendar/Schedule Management
Research / Investigations	Advanced Internet Based User	AR/AP

## Experience

**Office Manager (100% Remote):** CertaPro Painters, FL

April 2013- July 2025

The following tasks are included, but are not limited to: telephone coverage during work hours, maintaining owner's calendar, scheduling estimate/warranty appointments as needed, creating job jackets for each customer, maintaining a system for customer files, QuickBooks data entry (monthly business and Sherwin Williams reconciliations), invoicing customers as needed and collecting revenue, completing bank deposits, completing payroll, monitoring PO Box, retrieving and processing mail, communicating with customers and crews regarding job set up and completion, assisting with SEO and social media updates, use and organization of corporate provided CRM, built and maintained an HOA database for community requirements (contractor certificates of insurance, licensing, etc). Creation and distribution of 1099's for subcontractors and owner for his business filing.

**Office Manager:** Air Quality Control Environmental, Coral Springs FL

April 2011- April 2013

Daily control of business operations and typical office duties. Assist owners in creating and editing business proposals, online marketing, customer, vendor, and employee communications. Accounts payable/receivable, job processing and scheduling, payroll, editing digital graphics, bank reconciliations, organization and filing, faxing and email.

## Education and Skills

### Education/Training:

- Nail Technician: North Technical Education Center, 1992
- Computer Technician: Penn Foster Career School, 1998- 1999
- Bachelor of Science: Course work in Information Technology, State University of New York, 1999-2001
- Ongoing professional training courses in customer service, computer software expertise, business management, small business web development
- Held Notary Public commission (expired) Florida/South Carolina; eligible for re-appointment.

### Computer Skills:

Advanced computer skills in Windows based Operating Systems, QuickBooks Pro, MS Office, Adobe Acrobat and pdf editing sw, Microsoft Dynamics365 CRM, and other applications. Extensive experience with the Internet and related research, background investigations and identification utilizing various public record listings and internet based resources.