



CARLOS SANDOVAL

ADMINISTRATIVE PROFESSIONAL

 408-472-2911

 carlossandoval1121@gmail.com

SKILLS

- Leadership Experience
- Communication Skills
- Attention to detail
- Microsoft Office
- Bilingual (Spanish / English)
- Administrative Skills
- Conflict Resolution
- Fundamental Computer Skills

PROFILE

Personable Office Administrator with 5 years of experience prioritizing multiple tasks requiring prompt solutions. Talented problem-solver adept at managing workloads while greeting visitors, answering incoming phone calls, and fulfilling staff members' requests. Professional and welcoming in creating an upbeat work environment.

EXPERIENCE

PREMIUM SERVICE LEAD SUPERVISOR

Aramark - SAP Center
2020 - 2022

- Created a monthly employee schedule that accurately reflected coverage needed for certain events.
- Operated a high-maintenance dinner service for 700+ guests that included appetizers, entrees, and desserts. (SJ Sports Hall of Fame dinner)
- Led on entering the seasonal menu into our system so that guests had access to place their orders online through our portal.
- Connected with the AR department to set up escrow accounts and advanced deposits for 20+ clients.
- Executed a detailed pre-shift meeting for all employees working that night so that each one is prepared with the right tools to complete the job at hand with the best service possible.
- Conducted nightly sweeps of all the suites and connected with guests to ensure they were being given the best service possible from the team.

OFFICE ADMINISTRATOR

Aramark - SAP Center
2014 - 2020

- Collaborated with upper management to complete complex projects on tight budgets within specific timelines like recording and applying a \$200,000 food and beverage credit to 15+ different accounts within 8 months.
- Supported logistics for programs, meetings, and events, including room reservations, agenda preparation, and calendar maintenance.
- Recorded expenses and reconciled accounts to maintain accurate, current, and compliant financial records for 60+ different suites within a week time period and produced monthly reports to keep the director informed about office operations.
- Reported on daily office activities to help managers stay on top of dynamic conditions and make proactive decisions.
- Demonstrated achieving and maintaining top client satisfaction and retention rate of 60% by maintaining project deliverable accuracy and alignment with specifications.
- Applied advanced administrative and analytical skills in overseeing day-to-day operational activities which led to higher customer satisfaction and smoother event operation.