

**MYRA LIZETTE
HERNANDEZ**

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PROFESSIONAL PROFILE

Seeking a position where I can utilize my extensive customer service skills and work experiences. Qualifications include working in commercial real estate and also in residential. Some of my duties consisted of managing the real estate property maintenance and tenant improvements. In addition, I have knowledge in Microsoft Word, Excel, PowerPoint, Outlook, Publisher, Office Product Inventory, Angus Work Order System, Genea Energy System, Billing in QuickBooks, Yardi, Time-Slips by Sage 2010, TOPS Software, 25 Live, DSX 10 Access Card System, Resource Scheduler, Event Coordinating, type 40+ wpm and ten key by touch, filing, answer phones, have excellent Customer Service skills and speak fluent in English and Spanish.

EXPERIENCE

Legal Administrative Assistant

Broker & Associates P.C., Irvine, CA

08/2012-07/2015

- Assist attorneys with their administrative service needs; Answer and direct calls; Take handwritten messages, send messages via text or email when attorneys were out of the office in court or meetings; ordered and restocked all office supplies, refilled postage machine on a quarterly basis; Log all postage and photocopies for client bill-backs; Entered all billing and attorneys time into Time-Slips by Sage 2010 system including deposits, FedEx deliveries and First Legal Services on a daily basis; Handled all bank deposits, create new file folders for new cases; Archived closed cases and old file folder, recorded them in the computer system then have them moved to the attorney's storage unit, made courier delivery upon request to nearby locations, either walking or driving to save time and money to the business; Assisted with any IT issues we had with our computers and copier or call vendor for services; updated the phones system (greetings, time change etc.) upon request; assisted attorneys with their secretarial service needs, maintained the office copier with paper and replacing toner; Set up coffee and water for meetings and or order lunch upon request, schedule appointments and lunch reservations. Report all of my daily responsibilities when the attorney was out of town on business or vacation. Volunteered to be the Warden for emergency evacuations, washed/out clean dishes away, keeping the kitchen clean and organized.

Campus Lead Coordinator

Pepperdine University, Irvine, CA

06/2012 - Current

- Maintain and coordinate classroom facility; Coordinate classroom configurations and schedules; Setup and prepare, clean classrooms, whiteboards and roll up projector cables; Monitors classroom comfort, HVAC settings and restroom cleanliness; Recommend maintenance and repairs as needed to property management of Angus; Interface with building maintenance, engineers, security, cleaning service, day porters and other vendors; Ensure the Campus is safe by keeping good communication with our security team, functional and aesthetically meets standards; Maintain, test, clean service and setup equipment; Including coffee machines microwaves & insure AV equipment is in operating order and maintain inventory of supplies and equipment; Enforce emergency response policy and

coordinate emergency preparedness; Ensures overall security and safety of Campus and occupants; Implement contingency plans in the event of a disaster; Power outages or emergencies; Perform Reception and Administrative Duties; Welcome and Assist student, faculty and visitors; Maintain high Customer Service practices; Answer and direct calls; Provide support to Director, Lead Coordinator; Stock Supplies and maintain supplies inventory; Complete Daily Operations Reports; Posting daily class schedules on the Digital Marquee/Screen, monitor and update event posting; Assign classrooms for study as requested. During the Pandemic, assisted in the Residential Real Estate side of the University, assisting with all payables and receivables of the Malibu Condos and running of the maintenance of the property. Also assist with rentals of the classrooms for events for Irvine Campus, building revenue for the campus.

Real Estate Associate / Property Administrator

05/2005-5/2012

Lakeshore Towers, Irvine, CA

c/o Sentre Partners, Inc, San Diego, CA

- Worked for Lakeshore Towers located in Irvine, CA. Duties included assisting management, accounting, engineering, security staff and contract vendor staff with anything concerning property maintenance and tenant services in a timely manner; Helped with answering phones, transferring calls and mail distribution; Assisted all walkin vendors, tenants and guests; Redirected work orders on the Angus Work Order System; took care of conference room reservations; Assisted with billing, entering all charges into Yardi. Once approved by accounting department and management team, I would mail out all rent statements to our tenants; Helped with rent and cash deposits; Responsible of having updated Certificate of Liability Insurance for all tenant and vendors; Assisted with property event coordinating such as, tenant annual appreciation event, Fire Life Safety & Training Classes, Fire Drills, Blood Drives, Food Drives, Toy Drives and all Holiday Events. Help promote/market any special deals our tenants or vendors had to raise their clientele, such as 24 Hour Ultra Sport, IL Fornaio Restaurant, Access Auto Detail & Weight Watchers etc.

Customer Service Manager

02/2004-12/2004

Newport Business Centers, Newport Beach, CA

- Took care of the billing in an organized and timely manner. Helped with payroll from time to time when management was out of the office, processed the daily deposits and petty cash withdrawal while taking care of all company expenses. In addition, I provided suggestions on new ideas on how to get more clientele (marketing) to increase billing, helped at reception desk, answer 40+ company calls both inhouse and phone and mail clients. Also, sort and distribute incoming and outgoing mail, deliver to each tenant's office, assist with secretarial and administrative assistant services and type all the letters, lease agreements, spreadsheets and memos for the business. Made sure our tenants had fresh coffee daily.

Client Service Coordinator

05/1999-06/2004

Western Business Center

c/o Premier Business Centers, Newport Beach, CA

- Duties included increasing sales by advertising my secretarial and administrative services to our clients, helped with travel arrangements, restaurant reservations upon request. Increased billing by keeping in contact with brokers answered incoming calls on a multi line switchboard both in house and branch clients, in an accurate and professional manner. Also, typed and filed lease and communication agreements, letters, spreadsheets, and memos, took care of company billing in an organized and timely manner, processed daily deposits, fax or email information to accounts payable and did check requests for our bills or travel vouchers for the brokers. Ordered office supplies for the clients and center keeping everything fully stocked, fully trained new associates, took care of conference room reservations for the client's meetings, set up and cleaned up coffee/ water services and or breakfast or lunches.

EDUCATION

Certificate in Microsoft Office, Execu Train for Greater LA, Irvine, CA
Business Administration & Criminal Justice, Santa Ana, College, Santa Ana,
CA

General Education, Diploma, Saddleback High School, Santa Ana, CA
Education in Real Estate, Allied Real Estate School, Online