

Michelle Betemit

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Professional Summary

Multitasking Manager well known for creating positive environments where employees can thrive and succeed. Engaging and pleasant personality with the ability to lead assistant managers to achieve daily standards. Detailed and well aware of direct competitors and their strategies. Pursing a new management ole where hard work and dedication will be highly valued.

Work History

04/2021 to Present

AT&T

Coral Gables, FL

Store Manager

- Compe all point of sale opening and closing procedures, including counting the contents of the cash register and preparing deposits for pick up. Handle schedules of all employees.
- Attend walk-in and appointment customers with new activations and phone upgrades, including phone transfers.
- Resolve all customer complaints in a professional manner while prioritizing customer satisfaction
- Receive and stock all inventories and handle all RLO to warehouse, including phone trade-ins

09/2020 to 04/2021

WaterPro

Homestead, FL

Office Manager / Customer Service Representative

- Dispatching a driver with daily routes.
- Heavy telephone answering, making calls and taking detailed messages.
- Confirming deliveries with customers.
- Scheduling and appointment setting with clients.
- Maintaining client accounts weekly with invoicing and collections.
- Updating Customer Contracts and Credit Card information.
- Opening work orders for the Maintenance Department.
- Daily filing & keeping all office working areas organized
- A/R Collection and Processing of Payments

12/2014 to 12/2019

Sentrale Contracting Corp.

White Plains, NY

Payroll Manager / Account Payables

- Payroll administration 200 plus employee on a weekly basis.
- Setup of new employee, Direct Deposit, time entry into QuickBooks Union and non-union, printed checks and distributed by job. Traced attendance and vacation for all employees.
- Administered union benefit payment, purchase of stamps, updated increase for multiple union into QuickBooks. Weekly certified payroll and monthly reports. Prepared all necessary paper work for audit.
- Ensured proper deductions were taken (e.g., 401K, Medical, Garnishments, and Union Dues).
- Weekly and Quarterly tax payments (940, 941, NYS-45, MT903). Year End-1099, W-4 and W-2 forms
- Accounts Payable; Matched packing slip, purchase order if any, verified contract amount for Sub-Contractors invoices, made necessary adjustment to invoice before entry, prepared check runs on daily basis with lien waivers.

04/2011 to 12/2014

Rainbow Shops

Miami, FL

Retail Store Manager

- Completed routine store inventories. Prepared materials for the following shift.
- Used time efficiently when not serving customers, including folding clothes and cleaning out fitting rooms.
- Built relationships with customers to increase for the likelihood of repeat business.
- Resolved all customer complaints in a professional manner while prioritizing customer satisfaction.
- Shared best practices for sales and customer service with other team members to help improve the store's efficiency.
- Stocked and replenished merchandise according to store merchandising layouts.
- Contacted other store locations to determine merchandise availability.
- Identified potential shoplifters and alerted management.
- Maintained established merchandising standards, including window, sales floor and promotional displays.
- Completed all point of sale opening and closing procedures, including counting the contents of the cash register and taking deposits to bank.

03/2006 to 04/2011

WDF, Inc.

Mount Vernon, NY

Office Manager/Administrative Director

- Aggregated and prepared documentation and reports for office meetings, distribution, and filing.
- Wrote professional memorandum, letters and marketing copy.
- Provided clerical support to company employees, including copying, scanning, faxing and file management.
- Corresponded with clients through email, telephone, or postal mail.
- Opened and properly distributed incoming mail.
- Coordinated office inventory by restocking supplies and placing purchase orders.
- Prepared packages for shipment, pickup or courier delivery to customers.
- Answered and managed incoming and outgoing calls while recording accurate messages.
- Maintained a clean reception area, including lounge and associated areas.
- Screened all visitors and directed them to the correct employee or office

Education

GED: 2005 *Adult Continuing Education* - Bronx, NY

Business Associates Degree: 2008 *Monroe College* - Bronx, NY

Skills

- •Microsoft office applications; Word, Excel, PowerPoint and Outlook, with additional proficiencies in QuickBooks and Primavera.

