

CONTACT DETAILS

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Sonia Quiroga

OFFICE MANAGER | FRESH PRODUCE INDUSTRY

AREAS OF EXPERTISE

Office Management
Produce Industry Operations
A/R, A/P, Payroll
Bank Reconciliation
Journal Entries
Financial Reporting
HR: Hiring, Onboarding,
Orientation, Pay & Benefits,
Complaint Resolution
IT Provider Interface
Level I IT Issues &
Troubleshooting
Equipment Maintenance
Vendor Selection, Contract &
Maintenance
Employee Management
Planning, Scheduling
Training, Mentoring
Performance Management
Process Improvement
Creating SOPs
Software Conversions
Executive Support
USDA, FDA, Customs, DEA
Interface & Protocols
DEA Agent Support
Official Correspondence
Relationship Maintenance
Record Retention, Dispersal
Preparing & Giving
Presentations
MS Office: Word (A), Excel (A),
PowerPoint (I), Access (I)
Data Tech, Famous, DEA
Database
Verbal & Written
Communication
10 Key Touch

SUMMARY

Efficient, solid, intelligent Office Manager adeptly creating and maintaining order, efficiency and productivity. Effectively manages people and circumstances, resolving issues in a timely fashion and advantageously. Comprehensive understanding of Fresh Produce Industry and operations, able to drive operations throughout organization. Builds strong working relationships with persons at all levels and transcends cultural differences with ease. **Dependable. Strong leadership presence. Insightful.**

EDUCATION

Nogales High School, Nogales, AZ
High School Diploma 1989

OSHA 40 Hour Certification

NAFTA Certification

Facilitator Certification - Expeditor

CAREER NARRATIVE

LEGEND PRODUCE - Scottsdale, AZ
2018

Mar 2016 - Jan

Accounting Clerk

Performed invoicing (100 - 175/d) including credit memos for high volume organization

- Cross trained 2 new hires
- Supported Sales Coordinator as needed

Key Achievements

- **Known for accuracy and ability to carry heavy work load**
- **Given additional responsibilities, projects as needed**

THE AVACADO COMPANY, INTL - Nogales, AZ
2016

Dec 2012 - Feb

Office Manager

Manages the business office and everyday operations, staff of 9.

- Supervises, schedules, trains, mentors, manages performance of staff with recommendations for disciplinary action and final authority to fire
- Plans daily activities, monitors progress, resolves issues as they arise
- Audits A/P & A/R daily, reconciles bank statements, makes journal entries, runs monthly, quarterly, yearly financial reports for CPA
- Acts as SPOC for IT provider, resolves level I issues and troubleshoots
- Performs all HR activities including hiring, onboarding, orientation, explaining pay & benefits, resolving complaints quickly usually without need for General Manager
- Monitors and corrects daily operations throughout organization including interfacing with Growers in packing shed, transportation, Customs Brokers

Key Achievements

- **Corrected leak in invoicing system creating accuracy and increasing revenue \$**
- **Trained 6, mentored 2 into higher positions**
- **Learned the entire operation, assuming responsibility for daily work flow and outcomes**

- Works without supervision

GOVERNMENT AGENCIES SERVED

USDA
 FDA
 DEA
 U S Customs

RECOMMENDATION

I thoroughly enjoyed my time working with Sonia and came to know her as a truly valuable asset to any team. She is honest, dependable, and incredibly hard-working. Beyond that, she is an impressive team player who is always gets the job done.

Her knowledge and expertise in accounting was a huge advantage to our company. She put this skillset to work, creating a steady work-flow throughout our entire operation, from field to office.

Along with her undeniable talent, Sonia has always been an absolute joy to work with. She is a true team player, and always manages to foster positive discussions and bring the best out of other employees....

Please feel free to contact me at (480)213-4608 should you like to discuss Sonia's qualifications and experience further. I'd be happy to expand on my recommendation.

Best regards,
 Pete Weisman
 Legend Produce

CAREER NARRATIVE (continued)

FORFEITURE SUPPORT SERVICES - Rio Rico, AZ
 2012

Apr 2010 - Aug

Data Analyst & Driver/Messenger

- Maintained and transferred office case files and all office administrative records as outlined within DEA policies
- Composed official correspondence for Group Supervisors and Resident Agent in Charge to other federal, state, and local law enforcement agencies
- Proof read all official correspondence and reports for terminology and formatting for all 32 office personnel
- Processed payroll: data entry of all staff hours into CAPS system, ensured no discrepancies exist, collated all required documents, and electronically transmitted for processing to the National Finance Center
- Generated requested weekly and monthly reports utilizing various software
- Answered and routed incoming calls, greeted visitors, ran clearance check on service providers and other visitors entering DEA facilities
- Supervised cleaning of DEA facilities
- Contacted superiors when problems arose within the office

Key Achievements

- Supported over 30 DEA Agents
- Learned 3 new software systems w/in 6 months

TEPEYAC PRODUCE, INC - Rio Rico, AZ
 2010

Feb 2002 - Mar

Office Manager & Administrative Assistant

Managed the Accounting office. Staff of 3

- Supervised, scheduled, trained, mentored, managed performance of staff
- Planned daily activities, monitored progress, resolved issues as they arose
- Audited A/P & A/R daily, reconciled bank statements, made journal entries, ran monthly, quarterly, yearly financial reports for CPA

Key Achievements

- Spearheaded computer conversion, researched and selected software system, trained, aided conversion, formatting all reports
- Designed procedures
- Certified through the FDA

EXPEDITORS INTL - Nogales, AZ
 2000

Mar 1996 - Jul

Import Manager & Brokerage Manager

Managed Import and Brokerage Departments. Staff of 15

- Audited files daily
- Trained staff continuously in customer service
- Maintained customer and vendor relations through frequent visits
- Prepared and presented materials to high profile clients including Ford Motor Company, Master Lock, Pfaltzgraff
- Served as SPOC for all issues, internal & external

Key Achievements

- Maintained good working relationship with USDA, FDA & Customs

- Acted as Liaison between US Customs & Logistics for Ford contract in Mexico