

DANA REAL

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3914 Nemo Road, Randallstown, MD 21133

PROFILE

Organized, dedicated, and ambitious professional with excellent attention to detail and 10+ years of experience. Flexible and efficient Office Administrator with a diverse background of fulfilling needs outside of typical clerical duties. Works closely with Project Managers to promote effective project management. Committed to functionality across all detailed levels of operation.

EXPERIENCE

September 2011 – Present Office Administrator, *O'Barr Construction, LLC*.

Process and manage accounts payable, driving accuracy and on-time payment of vendor invoices. Administer payroll and maintain proper documentation of employee personnel. Deliver project management support by conducting research, preparing reports, and handling information requests. Interact professionally with clients and inside personnel, answering questions and responding to phone and email inquiries. Work successfully with numerous jurisdictions to apply for and obtain building permits, as well as schedule inspections in a timely manner to maintain project timeline. Assist in processing travel and expenses by gathering receipts, coding charges and entering cost data. Prepare meeting agendas, record and transcribe minutes. Familiar with accounts receivable processes.

April 2009 – May 2014 Head Cashier, *Safeway Inc.*

Provided superior customer service. Scheduled and managed timed breaks for front-end personnel. Rectified discrepancies between accounting records and cash drawer by researching daily transactions to pinpoint issues. Prepared cash deposits and balanced store safe for opening and closing of business. Trained team members in cash register operation, stock procedures and customer services. Authorized discounts and special actions to resolve customer disputes and maintain satisfaction. Managed customer service desk.

EDUCATION AND CERTIFICATIONS

University of Maryland Global Campus
Expected 2026 – Bachelor of Science in Psychology

Notary Public of the State of Maryland

KEY SKILLS AND CHARACTERISTICS

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|--------------------------|---------------------|
| · Microsoft Office Suite | · Critical thinking |
| · Sage 300 Construction | · Time management |
| · Citrix Remote Desktop | · Problem Solving |
| · 60 WPM typing speed | · Communication |

ACTIVITIES AND INTERESTS

True crime podcasts, suspense/thriller novels, self-help book groups, volunteering