

# Summi Hazel

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## Professional Summary

Experienced Administrative Professional with a strong background in public safety, logistics, retail, and construction. Skilled in managing day-to-day operations, supervising teams, coordinating training, and implementing process improvements to drive efficiency. Adept at balancing administrative, accounting, and customer service functions while ensuring accuracy and compliance. Proficient in Microsoft Suite, QuickBooks, Sage DacEasy, and OAS software. Currently pursuing a Bachelor's degree in Business Administration with a minor in Accounting at the University of Maryland Global Campus. Recognized for organizational excellence, adaptability, and ability to support both executive leadership and cross-functional teams.

## Core Competencies

- Administrative Operations & Office Management
- Team Leadership, Training & Performance Monitoring
- Financial Reporting, Budgeting & Reconciliation
- Process Improvement & Workflow Optimization
- Customer Service & Client Relations
- Scheduling, Correspondence & Database Management
- Sales, Marketing & Business Development Support
- Microsoft Office Suite | QuickBooks | Sage DacEasy | OAS Software

## Professional Experience

### Altumint – Lanham, MD

Processing Assistant Manager | Aug 2023 – Present

- Supervise and coordinate a team of 30+ data processors, providing task delegation, training, and performance feedback.
- Monitor and report camera system issues, ensuring compliance with client requirements.
- Oversee quality control processes, utilizing AI-driven software to enhance accuracy in citation processing.
- Support cross-departmental initiatives to streamline workflows and improve productivity.

Data Processor / Customer Service Representative | Jul 2021 – Aug 2023

- Processed high-volume traffic citations while maintaining accuracy and efficiency.
- Handled inbound calls, processed payments, and addressed citizen inquiries.
- Responded to email correspondence, ensuring timely resolution of concerns.

- Assisted in training new employees on company standards and procedures.
- Prepared Excel-based reports and escalated site issues to management.

### **Caribbean Cargo DC – Lanham, MD**

Sales, Marketing & Administrative Support | Aug 2016 – Oct 2020

- Coordinated administrative and sales operations to support business growth.
- Managed client shipping documentation, ensuring compliance with international regulations.
- Prepared invoices, managed accounts receivable, and reconciled financial records.
- Assisted with budgeting, debt collection, and contract preparation.
- Maintained efficient workflows during transition to remote operations.

### **Home Designs and Engineering Associates – Georgetown, Guyana**

Accounting Clerk | Apr 2013 – Dec 2015

- Recorded and maintained financial transactions, including accounts payable/receivable.
- Processed payroll, VAT returns, and employee PAYE contributions.
- Reconciled bank accounts and petty cash to ensure financial accuracy.
- Upgraded accounting software to improve administrative workflows.

### **Metro Office & Computer Supplies – Guyana**

Senior Customer Service Supervisor | Dec 2010 – Apr 2013

- Oversaw customer service operations and supervised team members.
- Managed sales reporting, invoicing, and stock management.
- Trained employees in POS/Accounting software (Sage DacEasy).

**Accounting Clerk** | Aug 2008 – Dec 2010

- Prepared tax reports, payroll, and reconciled accounts.
- Supported CEO with financial reporting and time sheet audits.

**Customer Service Representative** / Machine Operator / Retail Cashier | Sep 2007 – Dec 2009

- Provided frontline customer service and handled daily sales transactions.
- Operated machinery and supported retail operations.

### **Education & Certifications**

- Bachelor of Science in Business Administration, Minor in Accounting – University of Maryland Global Campus (In Progress)
- Associate of Science in Business Administration – Prince George's Community College
- Certificate in QuickBooks – Prince George's Community College.
- Accounting Certification – Prince George's Community College.
- Certificate in Computer Sciences – Advanced Level, New Amsterdam Technical Institute.
- Diploma in Business – University of Cambridge, UK.