

DIANE RODRIGUES

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BILINGUAL ADMINISTRATOR & OFFICE SUPPORT PROFESSIONAL

MARKETING ~ ENTERTAINMENT ~ TRADE ~ ENVIRONMENTAL ~ HEALTHCARE

Task-oriented, intuitive thinker who adapts rapidly to challenges, new opportunities, and diverse projects. Dependable team player with ability to work well with people on all levels to generate ideas, solve problems, and accomplish goals. Track record of producing top-quality work and achieving customer satisfaction while meeting time-sensitive deadlines. Recognized for strong analytical, problem solving, and multi-tasking skills.

Core Competencies and Areas of Expertise:

- Multi-Cultural Experience
- Import & Export Operations
- Bilingual Communications
- Key Relationship Development
- Cross-Functional Team Building
- Customer Needs Assessment
- Fluency in Spanish
- Trade Management
- Statistical Analysis

Proficient with Word, Excel, PowerPoint, Peachtree, SBT Software, and AS-400.

EDUCATION

THE PENNSYLVANIA STATE UNIVERSITY, Reading, PA
Bachelor of Arts, Global Studies (Anticipated Graduation—December 2011)

- Relevant Coursework:*
- Financial / Managerial Accounting
 - Intercultural Communication
 - Business Writing and Spanish
 - Principles of Marketing
 - Management Concepts
 - United States and International Studies
 - Globalization and Its Implication
 - Contemporary History and World Issues
 - International Business Operations
 - Social and Behavioral Studies

INTERNATIONAL WORK EXPERIENCE

Document Specialist, RASTER TECH, S.A., Madrid, Spain 2004 – 2006

Prepared documents for imaging through performing indexing, scanning, and quality control tasks. Involved with records management and maintenance of documentation management system (Windows Wise Image).

Export Assistant, DALC Gear & Bearing Supply Corp., New York, NY 2003 – 2004

Established and maintained trading relationships with customers in Latin America. Handled and complied international orders with time-sensitive deadlines. Interacted with customs officials and corporate executives.

Assistant to Director of Social Services, COMFAMILIAR AFIDRO, Columbia, SA 1988 – 1999

Involved in planning and implemented special projects. Interacted with Spanish-speaking customers and educated on value of products and services. Provided customer support on coverage, services, and payments.

Human Resources Assistant, AZUL K LTD., Columbia, SA 1985 – 1988

Served as liaison between customers and providers to coordinate benefits. Oversaw payroll administration in sales and manufacturing areas. Administered employee benefits and health services. Planned safety meetings.

ENDORSEMENT—TESTIMONIAL OF EXPERIENCE IN GLOBAL RELATIONS

“Diana’s many duties included all written and verbal correspondence with our South American export clients. Her innate confidence and poise while dealing in two languages and with the Presidents of large mining corporations and custom officials on many international shores was extraordinary. Diana has been an asset to our company. Her pleasant demeanor and unflappable personality has made Diana a joy and delight to have in our employ.”

Carol Doyle, HR Director—DALC Corporation