

Ana Hernandez
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Operations and Administrative Support Professional

Versatile bilingual operations and administrative professional with experience supporting business operations, billing, customer service, data management, inventory, compliance, and organizational systems. Experienced in supporting growing and evolving businesses by creating structure where processes are still being developed, improving workflows, and building organizational systems from the ground up. Skilled in developing SOPs, manuals, guides, internal documentation, and practical tools that improve information flow, consistency, and day-to-day operations. Known for quickly learning new processes, adapting to changing priorities, identifying opportunities for improvement, and taking ownership of responsibilities wherever support is needed. Seeking a remote opportunity with a small or growing company where I can provide reliable operational support and grow alongside the business.

Core Skills

- Administrative and Operations Support
- Organizational Systems and Process Development
- SOP, Manual and Internal Documentation Development
- Process Improvement and Problem-Solving
- Workflow and Information Management
- Billing, Invoicing and Accounts Receivable/Payable
- High-Volume Data Entry and Record Management
- Customer and Client Communication
- QuickBooks
- Epicor ERP
- Microsoft Excel and Spreadsheet Reporting
- Inventory and Asset Management
- Payroll and Timekeeping Support
- Multi-System Navigation
- Cross-Department Coordination
- Compliance Documentation
- Task Prioritization and Organization
- Spanish and English Bilingual Communication
- Fast Learning and Adaptability
- CEIPAL ATS

Professional Experience

Freelance Operations and Administrative Contractor **May 2023 - Present**

- Provided flexible administrative and operational support to businesses based on their organizational and day-to-day needs.

- Assessed existing workflows and identified gaps, inefficiencies, and organizational challenges that affected how information moved through the business.
- Developed and implemented organizational systems for internal documentation, records, and operational information, improving accessibility, consistency, and overall workflow.
- Created standard operating procedures (SOPs), manuals, guides, and other internal resources to help establish clearer processes and support consistent execution of day-to-day tasks.
- Developed and improved organizational systems to help businesses maintain clearer records, streamline information management, and improve operational efficiency.
- Created spreadsheets and tracking tools for projects, inventory, expenses, customer information, and other operational records.
- Organized digital documents, business records, and administrative information to improve accessibility and consistency.
- Supported data entry, record management, invoicing, and general administrative processes while adapting to the changing needs of each business.
- Provided flexible support across multiple administrative and operational functions as business needs evolved.

Cloeren Inc.

Office Administrator Assistant | February 2022 - January 2023

- Served as an Office Administrator supporting a newly established project within the manufacturing plant, taking on administrative and operational responsibilities in an environment where processes and systems were still being developed.
- Helped establish structure and organization for the new operation by developing internal documentation, standard operating procedures (SOPs), manuals, and guides that supported both new and existing employees across the company.
- Organized and improved internal documentation and operational resources, making important processes and information easier to access, understand, and follow.
- Created practical reference materials and process documentation that helped support employee training, consistency, and continuity as responsibilities and operations evolved.
- Processed 200+ purchase orders daily in Epicor, creating and maintaining part records that enabled manufacturing equipment and production teams to accurately identify and track each part throughout the production process.
- Managed timekeeping for 35+ employees, identifying and correcting missed punches and discrepancies to support accurate payroll processing.
- Processed and tracked customer sales orders, accurately entering specifications and initiating workflows to support production and on-time delivery.
- Created a tool room inventory tracking system from scratch, registering 5,000+ tools and taking ongoing responsibility for maintaining accurate inventory records, improving organization and visibility of company assets.
- Built and maintained Excel trackers for inventory, tool usage, and production parts, improving organization and reducing manual errors.
- Managed purchasing and inventory of office and cleaning supplies, communicating with vendors and maintaining appropriate stock levels.

- Served as a primary point of contact for incoming calls and inquiries, coordinating communication between departments and management.
- Adapted to changing operational needs and provided support across multiple areas of the business as priorities shifted.

Wicho's Mobile Home Movers

Office Manager Assistant | June 2020 - July 2021

- Worked directly under the co-owner, providing broad administrative and operational support across a growing business and taking ownership of responsibilities as needed.
- Created organizational systems from the ground up to improve record management, information accessibility, and consistency across daily business operations.
- Developed standard operating procedures (SOPs), manuals, guides, and internal documentation to establish clearer processes and provide practical resources for completing recurring tasks.
- Supported the coordination of administrative tasks between the office and field crews, adapting systems and processes to meet the changing needs of the business.
- Issued and managed 30-50+ state and city transportation permits monthly while ensuring accurate documentation and regulatory compliance.
- Performed detailed data entry and route planning, helping prevent permit delays and rejections.
- Prepared and distributed customer invoices, processed payments, and maintained accurate accounts receivable and payable records.
- Tracked business expenses and organized financial records to support quarterly and annual tax preparation.
- Managed inventory for office and field materials, forecasting weekly supply needs based on scheduled projects.
- Created and maintained a tool inventory system for approximately 150 tools, tracking tool assignments to employees and contractors to improve accountability and visibility of company assets.
- Coordinated with local and county offices to obtain necessary authorizations and resolve time-sensitive project requirements.
- Balanced multiple responsibilities simultaneously, adapting quickly to changing schedules, urgent projects, and evolving business needs.

Education

High School Diploma

Little Cypress-Mauriceville High School