

JOANN L. ALPEZA

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PROFILE

I am a results-oriented office/operations manager with over 25 years experience in improving office and operations systems. Well versed in all aspects of office environment with particular expertise in:

- business and information systems
- client service management
- systems management
- small business consultant
- team building
- project management
- training and growth development
- issue identification & problem solving

PROFESSIONAL EXPERIENCE

Multiple Listing Service of Hilton Head Island, Inc.

2007 – Present

Membership Director/Support Staff

- Process all applications, deletions, transfers, and changes for all firms and associates, approximately 210 firms and 1700 associates
- Liaison and support for Board of Trustees
- Manage the monthly state audits in conjunction with SC Real Estate Commission records
- Maintain and develop statistic logs for all membership criteria
- Schedule and monitor general assembly meetings and Board of Director meetings
- Perform Associate orientation training
- Develop, teach, administer exam for Certified Sales Assistant
- Support, training and liaison for annual symposium
- Backup for support personnel

KWP & Associates. Okatie, S.C

2002 – 2007

Technical training symposiums for the telecommunications industry

Director of Operations/Personal Assistant to CEO

- Developed, implemented and maintained strategic forecasting, tracking and budgetary development and financial reports
- Managed internal and external associates and suppliers of KWP, delinquent account collections and preparation of quarterly reports - Reduced delinquent accounts by 98%
- Led the business development team that resulted in new major clients and symposiums and increased business with existing clients
- Organized, maintained and monitored schedules, program calendars, insurance interface and hotel contracts for all symposiums
- Prepared, managed and directed symposium marketing/promotional materials
- Personal assistant and administrative support to the Operating Partners

RESOURCE STRATEGIES, INC. Cleveland, Ohio

1996 – 2002

Licensed Financial Planner

Operations Manager/Client Services

- Overall responsibility for office operation of a financial planning/investment advisory firm including all general accounting and payroll, processing and maintenance of client services
- Developed and implemented PC based receivable tracking reporting system for commissions and fees resulting in a reduction in commission/fees collection time of 60 days
- Organized and trained staff on new business granary board and service tracking
- Restructured filing and compliance system, which improved productivity and successfully passed two Securities and Exchange Commission (SEC) audits

RYAN INTERNATIONAL AIRLINES Wichita, Kansas

1993 – 1995

Commercial Airlines for Vacation Agency

Lead Flight Attendant

Responsible for cabin and passenger safety, international forms supervision and continuing education for junior flight attendants

- Successfully passed FAA inspections required for new passenger service
- Selected as lead flight attendant in charge of team to return aircraft to Ireland
- Co-trainer with in-flight supervisor for new flight attendants

KEEPING PACE Chagrin Falls, Ohio

1976 – 1998

Organizational Services and Continuing Education Trainer

Office Management Consultant

Comprehensive operational and administrative services for small to mid-size businesses in the greater Cleveland area including consultation, assessment, organizational improvement and development of human and material resources

- Performed analysis, recommendation and implementation of office and quality control procedures resulting in productivity improvements
- Trained and counseled returning and new women for the workplace
- Restructured a hand tool manufacturing organization, defined new positions and achieved productivity improvement of 48% and increased sales of 60%

PANNEL KERR FORSTER (Merged)

1984 – 1986

Certified Public Accountant

Administrative Assistant to Managing Partner/Assistant Office Manager

Responsible and accountable for all-encompassing administrative support for five partners in a regional accounting firm. Managed the overall accountability for continuing education for all senior, staff and junior accountants.

- Developed and implemented PC based continuing education tracking system
- Trained new administrative personnel in office procedures

COLUMBIA RESIDENTIAL MANAGEMENT, INC. Columbia, Maryland

1979 – 1982

Apartment Housing Management Company

Supervisor, General Accounting/Corporate Payroll

Overall responsibility and accountability for general ledger accounting, financial reports, payroll for 200 employees, inter-company accounting records for 12 companies and a construction subsidiary, and supervisor of support staff.

WAMPOLE LABORATORIES (Pharmaceutical Company) Cranbury, New Jersey*TRANSLEASE SYSTEMS* (Transportation Company) Newark, New Jersey*HAMILTON BANK*, (Regional Bank) Hamilton, New Jersey*RIDER COLLEGE* (ROTC Division) Lawrenceville, New Jersey**Executive Secretary/Administrative Assistant**

1968 - 1978

Comprehensive administrative services and office operations for pharmaceutical marketing, transportation leasing, banking and Army ROTC.

EDUCATION

Rider College – Administrative Studies, Lawrenceville, New Jersey

Have completed ongoing series of professional development programs

CONTINUING EDUCATION

Leadership Skills Seminar

Supervising Others Seminar

Developing Your Image as a Professional Woman Seminar

Handling Multiple Tasks Seminar

Program Development Seminar

Administration of Office Staff Seminar