

# JEANETTE PAOLA KATIC

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Business professional devoted to excellence in customer service. Strong bilingual communicator in English and Spanish. Organized, dependable, and efficient. Strong interpersonal skills, while flexible and eager to learn new responsibilities. Handles multiple, competing priorities with composure and professionalism. Exceptional work ethic. Self-motivated, personable, and energetic. Proficient using Microsoft Office. Fluent in Spanish and English.

- Bilingual communication
  - Logistics
  - Translation
  - Customer Service
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## EDUCATION

- UNIVERSITY OF MISSOURI-ST. LOUIS, Saint Louis, Missouri 2010  
**Bachelor of Psychology, Minor in Business**
- ST. LOUIS COMMUNITY COLLEGE, Saint Louis, Missouri 2007  
**Associate of Business Administration**
- UNIVERSIDAD TECNOLÓGICA DE AGUASCALIENTES, Aguascalientes, Mexico 2000  
**Extensive Business Coursework**  
Personnel Management, Business Management, Business Ethics, Business Law, Macroeconomics, Statistics, Marketing, Human Resources and Accounting
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## EXPERIENCE

### CHILDCARE SERVICES

- In-Home Daycare Owner** – Fenton, Missouri 2011 – Present
- Administers business operations for in-home daycare with five children, including contracts and billing
  - Engages children in bilingual activities to teach them Spanish and English skills
  - Creates and prepares balanced menu to provide healthy meals for children
  - Maintains cleanliness and ensures hygiene at all times
- Nanny, Dean Family Household** – Chesterfield, Missouri 2003 – 2011
- Handled all household contractors, cleaning services, laundry, and grocery shopping
  - Organized three children's education, sporting activities, social calendars, and transportation
  - Created schedules for the family activities and regularly communicated plans

### MOTOTECNICA HUERTA

- Office Manager** – Aguascalientes, Mexico 1998 – 2003
- Coordinated hiring of all new employees and human resources needs of all current employees
  - Administered weekly payroll and balanced company accounts
  - Ensure excellent customer service to all clients
  - Translated written and verbal documents to meet importing guidelines between Mexico and the U.S.
  - Planned and marketed motorcycle events for the store

### BANCO NACIONAL DE COMERCIO EXTERIOR, Aguascalientes, México

- Manager and Salesperson** 2000 – 2003
- Ensured compliance with import and export laws in all contracts
  - Prepared export documentation such as commercial invoices, certificates of origin, temporary import certificates, packing lists, import licenses, destination control statements and insurance requirements
  - Developed presentations used to further international relations of the institution
  - Advised companies about trading, rules and company growth based on company needs
  - Promoted the bank at school fairs, business fairs, and events targeting companies for international growth