

# Lisandra Bonilla

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## **Summary of Qualifications:**

A dedicated, decisive, quick-thinking business professional qualified by education, training, and over 10 years of proven experience in providing exceptional workforce administration to service-oriented companies and running smooth operations applying strong organizational, analytical, and interpersonal skills. An excellent negotiator, mediator and have been able to establish relationships with individuals from diverse cultures, backgrounds and status groups. I am proficient in English and Spanish. Recognized for resourcefulness and "...a get-it-done-now and get-it-done-right" professional when dealing with projects and people.

## **Experience:**

**About, Inc** – New York, NY

7/98 – Present

### **Consultant / Manager, Guide Administration**

*Manage workforce administration, which includes: compensation, legal, and personnel issues for over 500 international independent contractors referred to as Guides.*

- Consolidated work schedule eliminating the need for a full time position without affecting morale and productivity. Set up and managed, oversaw and coordinated Guide's contracts and personnel records, as well to contractually mandated payments, and other reimbursements.
- Able to effectively supervise and coordinate staff to prepare, analyze and interpret financial data for payroll and complex calculations issues. Work closely with the accounting department in generating cost saving direct deposit system. Produce monthly compensation letters and statements for Guides.
- Upgrading current department's database this includes recruiting, personal records, and other payroll functions. Assist in maintaining compensation and legal policies on company's intranet site. Perform related duties and handle special projects as required.

**New York Public Library** – New York, NY

10/91 - 7/98

### **Office Aide I**

- Handled requests from the public for library cards entered patrons information in to database and issued cards.
- Succeeded in becoming the first Office Aide in the Bronx region to be part of the Rapid Response Team for Technical Services.

## **Education/Specialized Training:**

**Monroe College** - Bronx, New York

Bachelor's (B.B.A.) Degree in **Computer Information Systems** granted August 1999.

**Career Quest Staffing** – New York, New York

**Sales and Motivation Training** granted November 2002.

## **Computer and Technology Skills:**

Microsoft Office 2000 (Access, Excel, Word, Outlook, Power Point)

Microsoft Windows (95, 98, NT, 2000)

ADP Software & Kana Response 6

Adobe Acrobat 4.0/ Photoshop 5.5

Basic SQL, HTML & FTP