

# Sandra Helquist

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## Work Experience

- **Zuck Legal PLLC – Brooklyn, NY**

Office Manager

October 2023 – March 2024

- Provides trilingual customer service with excellent verbal and written communication with all clients, attorneys, and other professionals.
- Drafting, organizing and maintaining legal documents including pleadings and motions, affidavits, questionnaires, and legal correspondence, in a paper and electronic filing system.
- E-filing of motions and pleadings according to judicial procedures.
- Prepares, organizes, stores, and retrieves case files.
- Develops and maintains records and client's database.

- **Deutsche Bank - Jacksonville, FL**

SME Service Lead - Trilingual Financial Supply Chain Service Representative

February 2017 to July 2023

- Dedicated team player who accurately and consistently performs Financial Supply Chain (FSC) activities for an assigned product portfolio within the Deutsche Bank global supply chain organization.
- Provider of excellent customer service to clients.
- Successful coordinator and partner with the FSC sales and implementation teams.
- Facilitator and coordinator of the onboarding and off boarding of new and existing clients.
- Primary Trilingual service contact for product suppliers in the United States, Mexico, Canada, as well as other global regions, like EMEA and Asia.
- Coordinator of all remote client training for FSC front end applications, ensuing alignment with the

FSC program.

- Collaborator to the design and implementation of strategies to ensure continuous process improvements.
- Tracing of legal documents needed to complete the client's on boarding process, responding to status inquiries in a timely and accurate manner while protecting client data and maintaining compliance.
- Provide clarity regarding where compliance data and data necessary to obtain compliance is stored, who has access, processes for accessing information, and internal roles to facilitate corporate support.
- Application of all internal and external policies/guidelines and requirements of the regulators and to agreed service level agreements, key risk indicators, and/or key performance indicators and quality measures, managing and mitigating risk for clients and the bank.
- Effectively working with local as well as global teams, providing support and guidance to colleagues and creating and fostering an environment of cooperation and continuous improvement.

- **Merrill Edge - Jacksonville, FL**

NIGO TEAM GWIM Senior Operations Rep

January 2016 to December 2016

- Trilingual Attention and Personalized Customer Service.
- Data entry to generate new Accounts.
- Processing Trades for new clients.
- Legal Documents Preparation for clients of high net worth.
- Review and supervision of new clients' documents per rules and regulations.
- Handle requests and support of the Tax Reporting Group.
- Direct assistance to Financial Advisors and Branch managers.
- Clerical work, such as emailing, faxing and correspondence.
- Processing payments and allocating correct amounts to each account.

- **Bank of America - Jacksonville, FL**

Senior Bilingual Video Teller Agent

January 2015 to January 2016

- Excellent bilingual Customer Service via Video at ATMs
- Excellent ability to handle inbound calls in a timely manner.
- Banking transactions such as deposits, check cashing, payment processing.
- Ability to spot Fraud and to rapidly fill out paperwork (TRM's)
- Ability to spot patterns that stand out or are out of the norm in transactions history of with amount being handled.
- Ability to work and succeed in a team environment.
- Excellent verbal, written and interpersonal skills with strong communication skills.
- Proficient use of Internet, Imageview, FAST, LEAN, Synergy, Outlook, Word and Excel.

## - **Dale Carson Law - Jacksonville, FL**

### Executive Administrative Legal Assistant

January 2013 to January 2015

- Notary Public, Registered in the State of Florida until 2018
- Trilingual Customer Service.
- Entry and maintenance of clients' database.
- Appointments and meetings scheduling.
- Legal Documents Preparation.
- E-filing Legal Documents with the Clerk of Courts.
- Interview of potential clients at the correctional facilities.
- Clerical work, such as emailing, faxing and correspondence. Direct contact with clients and their loved ones.
- Processing payments and allocating correct amounts to each account.
- Answering telephones with more than 6 extensions.

## - **Deerwood Country Club - Jacksonville, FL**

### Human Resources Office Assistant Manager

January 2010 to January 2013

- Management, direction and coordination of administrative tasks.
- Recruiting, Interviewing and Hiring staff for the organization.
- Strategic planning of yearly budget.
- Payroll duties for 100+ employees.
- Clerical work and office tasks.

## - **Deerwood Country Club - Jacksonville, FL**

### Food and Beverage Manager

January 2009 to January 2010

- High Scale and Five Star Trilingual Customer Service.
- Supervision of 30+ Fine dining employees.
- Development and management of menus, package deals, displays, promotions, events and daily hospitality events.
- Analysis, forecast, monitor and control of Labor and stock for all operations.
- Organization and control of daily operations & special events.
- Payroll, Clerical work, daily reports & daily cash balance.

## - **Deerwood Country Club - Jacksonville, FL**

### Restaurant Manager

July 2007 to January 2009

- Fine Dining and Five Stars Trilingual Customer Service.
- Management of daily operations for Restaurant and Golf Lounge.
- Daily Supervision of 15+ employees.
- Coordination and control of private events.
- Payroll, Cash balance, Daily reports, Clerical work.

## - **Renaissance Resort at World Golf Village - Saint Augustine, FL**

### Restaurant Supervisor

July 2005 to July 2007

- Five Stars Trilingual Customer Service.
- Management of Restaurant, Room Service and Bar Operations.
- Manager on Duty of the Entire Resort.
- Daily supervision of 10 employees.
- Coordination and supervision of 20+ employees, during special events of up to 1000+ guests.
- Organization and control of daily operations & special events.
- Clerical work, daily reports & daily cash balance.

Restaurant Wait Staff and Special Events Captain

## • **Renaissance Resort at World Golf Village - Saint Augustine, FL**

### Restaurant Wait Staff and Special Events Captain

February 2004 to July 2005

- Fine dining and five stars trilingual Customer Service.
- Daily Operations for Breakfast, Lunch and Dinner.
- Organization and coordination for Private events for 20 to 50 guests.

## • **Karate America - Jacksonville, FL**

### Project Manager

May 1996 to January 2000

- Trilingual Customer Service.
- Data base input & mailing lists maintenance.
- Maintenance of inventory and re stocking of pro shop.
- Product sales & daily cash balance.
- Student's contracts filing.

## • **Education**

High school or equivalent

Colegio Ibero Americano - Asuncion, PY

March 1989 to December 1994

- **Skills**

- CUSTOMER SERVICE (20+ years)
- RECEPTIONIST (20+ years)
- RETAIL SALES (10+ years)
- EXCEL (10+ year)
- Languages (30+ years)
- Financial Services (10+ years)

- **Languages**

- English - Expert
- Spanish - Expert
- Portuguese – Fluent

- **Additional Information**

- 20+ years experience in Customer Service, Secretarial and Administrative and Executive Assistant role.
- Read, write & speak fluently English, Spanish & Portuguese.
- Vast experience in translations.
- High level of organization ability, accuracy and attention to detail.
- Excellent oral and written communication skills.
- Extensive computer experience and efficiency in Excel, Outlook, Microsoft Word, Office, etc.
- Ability to adapt to a rapidly changing environment, prioritize and multitask.
- Self driven and capable of working independently with minimal direction.
- I demonstrate good decision making focusing on interpersonal relationships, able to resolve conflicts

with staff and customers.

- Aware of confidentiality, policies, rules and regulations.
- Types average 55-60 words per minute