

Alani Fuentes

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EXPERIENCE

Adriana Perry Consulting LLC, Greenville SC — Executive Administrative Assistant

JUNE 2024 - PRESENT

- Act as a primary liaison between president, clients, and internal team, managing communications and task coordination through email and meetings.
- Prepare and submit sensitive client forms to the IRS, process bill payments, and assist with payroll responsibilities including the transition to Paychex.
- Maintain client confidentiality while handling financial documentation such as 19s and W2s, and conducting outbound calls to clients and government agencies.
- Use Taxdome to manage client onboarding, documentation collection, e-signatures, and task automation for efficient workflow tracking and follow-up
- Coordinate meetings, manage calendar schedules, and maintain a daily log of activities to support time-sensitive priorities.
- Respond to client emails and provide administrative continuity when the President is unavailable.
- Assist in automating internal business processes to improve organizational flow and client experience.
- Tools used: Microsoft Office Suite, Google Workspace, Taxdome, SmartVault, Paychex, DocuSign, and QuickBooks.

Clemson Home, Clemson University — Residential Community Mentor

JULY 2022 - JANUARY 2025

- Responsible for developing personal relationships with 50 residents each semester.
- Advocate for and model acceptance, appreciation, and respect for all residents.
- Knowledgeable of Clemson University policies and resources.
- Facilitate a positive environment that contributes to residents' personal and academic success.
- Counseled and advised first year students on academic and personal questions and concerns.

NewRez LLC, Greenville SC — Escrow Analysis Intern

MAY 2023 - AUGUST 2023

- Rotated between seven different sub-departments within Escrow.
- Learned from experienced escrow officers by shadowing during meetings, client calls and everyday work.
- Attended sessions to enhance my knowledge of the escrow process and industry regulations.
- Input data into escrow databases to maintain accurate and up-to-date records.
- Conducted research on property details, legal requirements and other relevant information related to the escrow transactions.
- Familiarized with local, state, and federal regulations governing real estate transactions and the escrow process.

SKILLS

- Bilingual
- Supervision & Professional Communication
- Workflow & Process Automation
- Confidential Document Handling
- Task Prioritization & Management
- Microsoft 365 & Google Workspace

VOLUNTEER EXPERIENCE

Centro Superior de Idiomas, Universidad de Alicante;

JANUARY - MAY 2025

The Children's Museum of the Upstate;

2021 - 2024

Women for Women; 2021 - 2023

LANGUAGES

English and Spanish

Adidas and Reebok Employee Store, Greenville SC — *Cashwrap Supervisor*

SEPTEMBER 2020 - FEBRUARY 2022

- Mastered POS system to handle transactions including credit, cash, exchanges, returns, and refunds to ensure seamless and accurate cashflow.
- Provided exceptional customer service that resulted in the promotion to Cash Wrap Supervisor within the first quarter.
- Prioritized COVID-19 safety protocols, including sanitation, enforcing policies and social distancing
- Resolved customer concerns and provided 100% customer satisfaction as reported through employee surveys.
- Inventory management, curating 12 displays seasonally and rotating inventory to anticipate customer needs; as well as provided them with high quality service while upholding brand standards and values to ensure customer satisfaction.

Education

Clemson University, Clemson SC — *Spanish and International Business*

DECEMBER 2025

Greenville Senior High School, Greenville SC — *Magnet Law*

JUNE 2021