

MARISSA G. GONZALEZ

Miami FL

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PROFESSIONAL SUMMARY

Detail-oriented administrative and operations professional with 8+ years of experience across legal support, office administration, client relations, and case coordination. Proven track record managing high-volume workflows, CRM systems, scheduling, and multi-stakeholder communication in fast-paced remote and in-office environments. Adept at client onboarding, document management, and process coordination skilled at independently managing competing priorities with minimal supervision. Seeking roles in virtual assistance, office administration, legal secretary/legal assistant, client support, and coordinator positions.

CORE COMPETENCIES

- Virtual Assistance & Remote Work
- Client & Customer Support
- Case & Project Coordination
- Calendar & Schedule Management
- Client Onboarding & Relationship Management
- Multi-Line Phone & Email Communication
- Legal Administrative Support
- Office Administration & Operations
- CRM Systems & Database Management
- Document Preparation & Records Management
- Data Entry & Reporting Accuracy
- Process Improvement & SOP Development

PROFESSIONAL EXPERIENCE

- 10/2024 to Current **Romanian Identity & Citizenship Consultant**
Independent Advocacy – Remote
- Provided virtual administrative and case coordination support to clients navigating international citizenship and documentation processes.
 - Communicated and coordinated with government agencies, consulates, legal counsel, and advocacy organizations on behalf of clients.
 - Maintained organized digital records of correspondence, documentation, and case updates.
 - Managed client relationships with professionalism, responsiveness, and attention to detail.
- 04/2022 to 05/2026 **Legal Assistant / Legal Secretary**
Babinsky Law – Miami, FL

- Managed high-volume legal case workflows, coordinating communication between clients, attorneys, courts, and external parties.
- Conducted initial client intake interviews, gathered case information, and qualified cases based on firm criteria.
- Maintained detailed case records and tracked progress using CRM-style case management systems.
- Scheduled hearings, depositions, and attorney consultations, ensuring accurate and efficient calendar management.
- Served as primary point of contact for clients — provided status updates, answered questions, and maintained positive relationships.
- Prepared, reviewed, and organized legal documents, correspondence, and case files for attorney review.
- Operated in a fast-paced, deadline-driven environment, managing multiple priorities simultaneously with high accuracy.

11/2021 to 04/2022 **Marketing Specialist**

Prestige Windows and Doors – Miami, FL

- Managed social media content creation and digital campaigns across Facebook, Instagram, and email platforms.
- Tracked and reported on lead generation, client communication activity, and campaign performance metrics.

07/2020 to 10/2021 **Marketing Coordinator**

The Graham Companies – Miami Lakes, FL

- Coordinated marketing campaigns, content calendars, events, and cross-departmental communications.
- Managed content updates to ensure consistency across platforms, materials, and brand messaging.
- Assisted with project timelines, campaign planning, and deliverable tracking.

04/2018 to 02/2019 **Business Office Manager**

Florida Life Recovery and Rehabilitation, LLC – Miami Lakes, FL

- Developed and implemented standard operating procedures (SOPs) for all administrative staff.
- Oversaw office inventory management, ordering, requisitions, and supply chain coordination.
- Managed client admissions and discharges using the Daily Movement Report; maintained accurate client records and compliance documentation.
- Provided case management services including treatment plan creation and connecting clients to community resources.
- Processed bi-weekly payroll for all employees and maintained HR-related records.
- Served as client-facing point of contact, providing support and resolving administrative concerns.

05/2017 to 03/2018 **Leasing Specialist**

Uber – Miami, FL

- Managed lease renewal programs and customer accounts, averaging 20 agreements per month.
- Resolved customer complaints promptly, maintaining high satisfaction standards.

12/2014 to 05/2017 **Web Administrator**

The Collection – Coral Gables, FL

- Managed website content, online inventory, and digital assets for luxury automotive brands.
- Coordinated with vendor partners (Cars.com, Autotrader, Audi of America) to improve digital performance.
- Tracked performance metrics and supported landing page optimization and marketing event planning.

EDUCATION

01/2012 **Associate of Arts: Communications**
Miami Dade College - Miami, FL

LANGUAGES

English (Native/Bilingual)	Spanish (Professional Working Proficiency)
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