
MARISSA GONZALEZ

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WORK AUTHORIZATION

- **Dual U.S. & EU (Romanian) Citizen**
- **Authorized to work in the United States and European Union**
- **Open to remote and EMEA-based roles**

SUMMARY

Results-driven professional with experience in operations, administrative support, case management, and client communication. Proven ability to manage high-volume workflows, maintain accurate records, coordinate schedules, and support teams in fast-paced remote environments. Strong background in document management, CRM systems, process coordination, and relationship building. More than four years of experience working successfully in remote environments while managing competing priorities with minimal supervision.

SKILLS

- Client Onboarding & Relationship Management
- Client Communication & Support
- Case & Project Coordination
- Remote Work & Time Zone Flexibility
- CRM Systems & Documentation
- Calendar Management & Scheduling
- Problem Resolution
- Administrative Operations

WORK HISTORY

Romanian Identity & Citizenship Consultant, 10/2024 - Current

Independent Advocacy Work

- Guided clients through complex citizenship and documentation processes, providing ongoing support, updates, and coordination with government agencies and third parties.
- Communicated with government agencies, consulates, attorneys, and advocacy organizations regarding citizenship and documentation matters.
- Coordinated case information and resources for adoptees navigating international legal and administrative processes.
- Organized and maintained documentation, correspondence, and case-related records.

Legal Assistant, 04/2022 - 05/2026

Babinsky Law – Miami, FL

- Managed high-volume case workflows, coordinating communication between clients, attorneys, and external parties
- Conducted initial client intake and gathered key information, effectively qualifying cases based on firm criteria
- Maintained detailed records and tracked case progress using internal systems (CRM-style environment)
- Scheduled hearings, depositions, and consultations, ensuring efficient calendar management
- Communicated with clients to provide updates, answer questions, and maintain strong relationships
- Assisted in preparing documentation and organizing case files for review and resolution
- Handled multiple priorities simultaneously in a fast-paced, deadline-driven environment

Marketing Specialist, 11/2021 - 04/2022

Prestige Windows and Doors – Miami, FL

- Created and managed social media content to increase brand awareness, audience engagement, and qualified lead generation.
- Increased qualified leads by leveraging social media platforms, digital campaigns, and networking opportunities.
- Developed targeted content to promote company services and improve online visibility.
- Supported Facebook, Instagram, email, and digital outreach campaigns to drive customer interest.
- Managed lead tracking, client communication, and reporting to support sales and marketing goals.
- Maintained consistent brand messaging across digital platforms and promotional materials.

Marketing Coordinator, 07/2020 - 10/2021

The Graham Companies – Miami Lakes, FL

- Coordinated marketing campaigns, content updates, events, and communications across departments.
- Created and maintained marketing materials for sales presentations, internal campaigns, and public-facing content.
- Managed content updates to ensure consistency across platforms and brand materials.
- Assisted with campaign planning, project timelines, and deliverables to support marketing initiatives.
- Collaborated with multiple teams to organize messaging, content, and promotional materials.

Business Office Manager, 04/2018 - 02/2019

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

- Developed standard operating procedures for all administrative employees.
- Oversaw office inventory activities, including ordering and requisitions, stocking, and shipment receiving.

- Monitored client census by using the Daily Movement Report and recording admissions, discharges, doctor appointments and site visit data.
- Recorded client information on special flow sheets, accurately indicating suicidal precautions, sleep flow and restraints.
- Provided counseling and support to clients with drug and alcohol abuse issues. .
- Provided comprehensive case management services, including creating treatment plans and connecting clients and families to appropriate resources.
- Completed bi-weekly payroll for all employees.

Leasing Specialist, 05/2017 - 03/2018

Uber – Miami, FL.

- Introduced and monitored effective lease renewal programs.
- Verified that all customer complaints were handled promptly and appropriately.
- Secured an average of 20 lease agreements each month.

Web Administrator, 12/2014 - 05/2017

THE COLLECTION – Coral Gables, Florida, United States

- Managed website content and online inventory presence for luxury automotive brands.
- Created and uploaded digital content, including vehicle photography and marketing materials for web and print distribution.
- Used social media and online platforms to support lead generation and customer engagement.
- Collaborated with vendors including Cars.com, Autotrader, and Audi of America to improve digital visibility.
- Tracked performance metrics, studied demographic data, and supported landing page optimization.
- Planned and supported marketing events, promotional campaigns, and brand visibility initiatives.

EDUCATION

Associate of Arts: Communications, 2012

Miami Dade College - Miami, FL

LANGUAGES

English

Native or Bilingual

Spanish

Professional Working