

Full Name

Spring, TX 77388 • 555-555-5555 • fullname@comcast.net

Administrative Professional

Highly adaptable and solutions focused Office Manager with 12+ years' experience organizing events, managing vendors, database management, and providing excellent customer service to internal and external customers. Instrumental in streamlining processes and developing procedures. Skilled in collaborating with team members to achieve business objectives.

Areas of Expertise

| | | |
|--------------------------|---------------------------|-----------------------|
| • Training and Mentoring | • General Accounting | • Process Improvement |
| • Accounts Receivable | • Office Administration | • Recruiting |
| • Managerial Support | • Business Correspondence | • Payroll Processing |

EXPERIENCE HIGHLIGHTS

EXCEL ELECTRIC INC., Houston, TX

Administrative Assistant, 9/2013 - Present

Manage projects and provide administrative support for major accounts, including Minute Maid Park, Christus Health, and Emeritus Hospital Tomball. Reconcile vendor billing statements and invoices and resolve payment discrepancies. Supervise invoice posting and payments. Accumulate employee time and create summary for payroll processing.

Key Accomplishments:

- Creation of new process to improve supplier payment time, resulting in an average savings of \$1,000 per account.
- Assist in processing contracts for electrical projects and ensure certificates of insurance are forwarded to the contractor.

EXCEL MAINTENANCE AND LANDSCAPING, Houston, TX

Administrative Assistant, 4/2013 – 9/2013

Processed bi-weekly payroll for hourly and salaried associates. Assisted current and potential customers with landscaping, irrigation, and maintenance needs. Supported the hiring process by reviewing resumes, prescreening candidates, and organizing training for new employees. Processed daily remote bank deposits and posted transactions to general ledger. Monitored collection of past due accounts and invoiced completed projects based on proposals and quotes.

Key Accomplishments:

- Developed office procedures, facilitating streamlined operations and increased efficiency.
- Contributed to the overall success of team projects and enhanced customer care.

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EXCEL EQUIPMENT CORPORATION, Houston, TX

Accounting Specialist, 5/2012 – 3/2013

Specialized in resolving delinquent accounts receivable on behalf of \$30 million multi-service oilfield supply company. Forged solid relationships with customer accounting personnel, partnering to resolve issues affecting finances of both sides. Established and executed new approaches to monitor customer credit limits and requested payment when extended. Targeted accounts to place on credit hold for non-payment. Identified and reconciled issues such as uncollected sales tax and double-billing of clients.

Key Accomplishments:

- Decreased payment time of 60 and 90 day accounts by 35%.
- Reduced 60 day outstanding balance by \$300k and 30 day outstanding balance by \$100k.

EXCEL TECHNOLOGY, INC., Houston, TX

Office Manager/Administrator, 8/2006 – 9/2010

Provided support to client field staff as well as internal personnel in other branches. Tracked rental tools at customer locations and generated invoices. Analyzed vendor statements and processed accounts payable. Handled consumer inquiries and prepared price quotations. Collaborated with internal accountant, general counsel, and supported outside auditors.

Key Accomplishments:

- Proactively implemented new protocol in several areas and upgraded services for invoices, internet and email.
- Prepared and submitted expense reports according to company policy and resolved discrepancies.

EDUCATION

Associate of Office Technology, Lone Star College, Houston, TX

SKILLS

Word, Excel, Outlook, QuickBooks, MAS 200 Accounting System, Basic PowerPoint, JD Edwards/SAP Vendor Billing Systems, Sage Quantum Accounting Software, and Inventory Databases