

## DOCUMENT CONTROLLER (CONTRACT POSITION)

### Summary

Dedicated and technically skilled business professional with a versatile administrative support skill set developed through experience as an Office Manager, Customer Service Representative, Administrative Assistant and Buyer

### Highlights

- Office Management
- Team Building & Supervision
- Staff Development & Training
- Policies & Procedures Manuals
- Report & Document Preparation
- Spreadsheet & Database Creation
- Accounts Payable / Receivable
- Bookkeeping & Payroll
- Records Management
- Meeting & Event Planning
- Inventory Management
- Expense Reduction

### Experience

#### Document Controller (Contract Position)

April 2016 to May 2016 Company Name i¼ City , State

- Administration of the document control system.
- Ensure the accuracy of the change orders including but not limited to documentation, revisions, and required approvers.
- Examine documents to verify compliance, completeness, and accuracy of data.
- Control document database of all documentation that will allow secure document retention and corresponding files.
- Perform clerical duties to generate documents as necessary.
- Support continuous improvement activities in terms of process and system improvement.
- Prepare graphs, charts and presentations using MS programs and other software to support the QA/RA Leadership team.
- Contribute to team effort by accomplishing related inquires as needed.
- Perform a variety of tasks and duties as may be assigned by Quality Management.

#### Rental Coordinator

August 2013 to December 2015 Company Name i¼ City , State

- Assist in daily rental operations in accordance with established operating methods, policies, procedures and state / federal regulations.
- Assist in management of operating costs, constantly seeking to improve operating methods, safe operations, procedures and results.
- Administer rental invoicing processes and reports.
- Assist customers with invoicing issues, issuing credits and adjustments when required.
- Develop positive, long-term customer service relations.
- Coordinate shipment of rental, used and stock equipment.
- Maintain records on all rental equipment, monitoring location and condition of all equipment at all branches, both daily and as part of the formal inventories.
- Maintain filing system and assist in fielding incoming calls Provide clerical support assisting Rental Manager on Projects, spreadsheets and memos.
- Work with all department and employees to insure quality of customer service.

#### Network Technician Assistant

July 2011 to July 2012 Company Name i¼ City , State

- Install, maintain and repair of voice, data, and video network systems (and other related network technologies).
- Install, configure, troubleshoot and repair of data circuits, lines and switches.
- Resolve network-related work requests, and may perform a review before a project is started or during a project to ensure adherence to technical specifications and standards.
- Implement solutions and follow standard operating procedures, while being able to communicate with customers to discuss alternative technical solutions.
- Troubleshoot problems by probing users for information relevant to solving problem based on standard operating procedure or script.

#### Office Manager

March 2008 to December 2008 Company Name i¼ City , State

- Monitoring of sick staff, personal/vacation leave, punctuality, compliance issues and dress code.
- Monitoring of costs/ensuring competitive bids services and office products.
- Maintain records dealing with cash receipts, receivables, inventories, and payroll and accounts payables.
- Supervise operations, maintenance and other duties.
- Prepare all payroll checks using QuickBooks Conduct daily production meetings Distribute mail and arrange travel for staff.

- Schedule appointment/meetings and maintain calendar for owner Coordination of mailings for events, fundraisers, etc.

#### Business Customer Service Representative

December 2003 to January 2008 Company Name 1/4 City , State

- Responsible for daily, ongoing interface between customer orders and plant operations.
- Overall responsible for maintaining all customer information, assist with new product development, end of program reconciliation's, invoicing, purchasing, and maintaining inventory in internal and external databases.
- Oversee daily data entry of production, shipping and receiving in all databases including customers.
- Receive and process daily orders, confirm price, communicate directly with customer as necessary.
- Process faxes, acknowledgements, and other records relative to ongoing Customer Service coordination with Plant Operations.
- Maintain daily ongoing communications with R & D Engineering, Sales, Plant Operations and Customers.

#### Executive Administrative Assistant

August 2002 to June 2003 Company Name 1/4 City , State

- Schedule appointments/meetings and maintain a calendar of events for the Plant Manager.
- Process invoices for Accounts Payable, Correspond to suppliers regarding accounting matters.
- Coordinate the activities of Document Control, including distribution of controlled documents, maintenance of electronic department directories, tracking and reporting on document review progress and work independently to facilitate group activities.
- Provide support for the Quality System during corporate audits, actively participate in department activities.

#### Facilities Analyst II

May 1997 to May 1999 Company Name 1/4 City , State

- Overall responsible for maintaining all customer information, assist with new product development, end of program reconciliation's, invoicing, purchasing, and maintaining inventory in internal and external databases.
- Responsible for new program review, maintaining customer requirement master files, BOM set up and maintaining history files.
- Responsible for maintaining inventory of and ordering/or releasing components & assist other internal departments.
- Responsible for maintaining of Customer P.O.
- changes & streamlining with the sales department.
- Oversee daily data entry of production, shipping and receiving in all databases including customers.

#### Education

1997 Kelly Services 1/4 City , State Microsoft Office Suite courseware training

Completed some college courses : 2007 Hopkinsville Community College 1/4 City , State

#### Skills

accounting, accounts payables, Accounts Payable, Schedule appointments, Bookkeeping, maintain calendar, cash receipts, charts, clerical, competitive, network systems, continuous improvement, Customer Service, data entry, databases, database, Database Creation, documentation, Staff Development & Training, Event Planning, faxes, filing, graphs, maintaining inventory, Inventory Management, Process invoices, invoicing, Team Building, Leadership, meetings, mail, Microsoft Office Suite, office, network, new product development, Office Management, Payroll, Policies, presentations, processes, progress, purchasing, Quality, Quality Management, QA, QuickBooks, receiving, Maintain records, reporting, requirement, Sales, script, shipping, spreadsheets, Spreadsheet, Supervision, switches, arrange travel, Troubleshoot, video