

BRANCH ADMINISTRATOR

Objective

Obtain a challenging position which will demonstrate and highlight my organizational, customer service, communication, and project management skills.

Summary

Committed and motivated Administrative Assistant with exceptional customer service and decision making skills. Strong work ethic, professional demeanor and great initiative. Energetic and reliable Office Manager skilled with working with a diverse group of people. Excellent team-building skills.

Motivated personable business professional with a successful track record in the business and retail field. Quickly master new technologies and skills. Diplomatic and tactful with professionals and non-professionals at all levels. Accustomed to handling sensitive, confidential records. Demonstrated history of producing accurate, timely reports. Flexible and versatile - able to maintain a sense of humor under pressure. Thrive in deadline-driven environments.

Highlights

Skills Summary â—† Project Management â—† Report Preparation â—† Written Correspondence â—† General Office Skills â—† Computer Savvy â—† Customer Service â—† Scheduling â—† Distribution â—† Communication â—† Accounting/Bookkeeping â—† Front-Office Operations â—† Bi-Lingual Spanish

- Microsoft Office proficiency
- Excel spreadsheets
- Meticulous attention to detail
- Strong problem solver
- Self-directed
- Professional and mature
- Resourceful
- Dedicated team player
- Strong interpersonal skills
- Proofreading

Accomplishments

Received a merit raise for strong attention to detail, exemplary customer service and team-player attitude. Successfully planned and executed corporate meetings, lunches and special events for groups of employees.

Experience

Company Name October 2009 to Current Branch Administrator
City , State

Prepare & process complex reports for managers on a daily basis ensuring to meet tight deadlines. â—† Diagnose and resolve all inquiries from customers and closely working with our sales department. â—† Invoicing on a timely matter for three branches. Processing service orders daily. â—† â—†

Company Name August 2005 to July 2009 BILLER/CUSTOMER SERVICE REPRESENTATIVE
City , State

Accounts payable and receivable as well as account reconciliation. Invoiced all incoming receipts on a timely basis. Process all incoming customer phone orders.

Management of all appointments and delivery schedules on calendar.

Managed drivers schedules and dispatching assuring they are checked in and accessible.

Company Name September 2002 to July 2005 LOGISTICS & CUSTOMER SERVICE COORDINATOR
City , State

â—† Oversee front-office operations and provide impeccable customer service. Key contact for all vendor requirement assurance.

Sales liaison to ensure shipments were executed in timely manner and while assuring quality control. Reviewed all contracts and proposals.
Management of all meeting and event logistics and planning.

Transmissions of all EDI documents and order processing.

Accounting:

Invoicing

Creation/maintenance of excel spreadsheets for budgeting and inventory purposes.

Chargeback's

Inventory Management

Shipping Management:

Assurance of delivery deadlines. Received and distributed faxes and mail in a timely manner. Properly routed agreements, contracts and invoices through the signature process. Managed daily office operations and maintenance of equipment. Created and maintained spreadsheets using advanced Excel functions and calculations to develop reports and lists. Verification of vendor specification compliance. Responsible for generating style's and color codes in style master

Oversaw call center operations and staff.

Highest level of care for resolving customer inquiries/complaints.

Expense reporting and tracking for CSC as well as inventory controller for all Ralph Lauren Divisions.

Management of all meeting and event logistics and planning

Education

LINCOLN TECHNICAL SCHOOL 2007 Certification on body Mechanics : Massage Therapist City , State , US

LINCOLN TECHNICAL SCHOOL - Edison, NJ Graduated in June 2007 Certified Massage Therapist

HUDSON COUNTY COMMUNITY COLLEGE High School Diploma : Liberal Arts City , State , US

HUDSON COUNTY COMMUNITY COLLEGE - Jersey City, NJ 1993-1996

Certifications

CSC Certified Massage Therapist

Languages

â—† Bi-Lingual Spanish

Skills

Customer Service, Receptionist, Retail Sales, Account Reconciliation, Accounts Payable, Customer Service Representative, Dispatching, Inventory, Logistics, Operations, Accounting, Budgeting, Color Codes, Csc, Customer Inquiries, Customer Service Manager, Edi, Excel, Invoicing, Liaison, Maintenance, Order Processing, Quality Control, Sales, Service Center, Shipping, Transmissions, Accounting/bookkeeping, Bi, Bi-lingual, Bookkeeping, Business Intelligence, Correspondence, Project Management, Retail, Retail Marketing, Scheduling