

FINANCE OPERATIONS/ SUPERVISOR MANAGER

Professional Summary

Looking for a position as Manager in a company that provides an open environment with many opportunities for continuous growth. I am highly motivated achiever who is recognized for combining program excellence, integrity, and innovation with best practices and disciplined attention to achieving immediate and long-term goals and objectives

Core Qualifications

Microsoft Office 2010 Window XP (Word, Power Point, Excel, Access), Vista, People Soft, Ensemble, Vantive/Newt, Agent Works, Web Client, TotalView/IEX, Internet Explorer, 1SourceCenter Connect, ICare, Call Support Tools. Amdocs, Exony & Cisco systems, 10-key by touch:

- Strong leadership skills
- Exceptional at resolving complex problems
- Excellent communication skills both verbal and written
- Good at presentations and conducting trainings for employees
- Energetic, creative, and great ability to motivate others
- Great interpersonal skills and the ability to resolve customer complaints and internal conflicts
- Time-management and multi-tasking skills

Experience

Company Name City, State Finance Operations/ Supervisor Manager 09/1999 to 02/2012

Company Name City, State Customer Relations Manager 03/2012 to Current

- Supervise and manage the daily operations of employees.
- Successfully led key projects which resulted in employee of the month. Monitor employee performance to ensure goals and objectives are met and/or exceed and that quality control techniques are utilized by each employee.
- Responsible for customer satisfaction and the implementation performance and service standards related to Sprint Nextel Direct Service.
- Prepare daily reports of key milestones as management tool to ensure that performance levels for each employee are properly documented for use during the mid-year and annual evaluations.
- Ensure new hires are familiar with the day to day administrative operations of the organization and have all the necessary tools to perform daily tasks efficiently and effectively.
- Field questions when necessary.
- Counsel employees on defining career and work related goals and objectives.
- Advise employees when necessary of opportunities and/or training that would enhance career opportunities at the company.
- Knowledge of principles and processes for providing good customer and personal service.
- Developed yearly and monthly team building activities for employees and upper management.
- Responsible for tracking customer claim information in system database and negotiating resolution of complaints that can be handled on the local level.
- Processed complaints resulted in 95% resolution to the satisfaction of both the customer and the company.
- Assist customers with routine requests, questions, and concerns regarding various store policies and their accounts.
- Research billing inquiries to ensure customers receive the best service possible.
- Work in conjunction with upper management/ director to identify performance gaps and develop departmental budget and controls in the operations.
- Provide written and verbal feedback regarding work results.
- Develop and implement processes and/or operational improvements to enhance efficiency and effectiveness of the operations.
- Ensure that productivity meets or exceeds service and quality standards.
- Successfully developed and implemented several creative employee incentives for processing regional, government and corporate collections and establishing new accounts.
- Successfully refined and implemented new projects focused on aiding the Center in processing collections more efficiently and effectively closing gaps in process.
- Prepare daily reports of collection and customer care receipt transactions and disbursements.
- Reconcile daily accounts payable, accounts receivable and cash receipt transactions in general ledger.
- Ensure that all monetary transactions are properly documented.
- Review and monitor reports as required (i.e., daily time sheets, budgets, etc.).
- Interface with other business units to ensure timely completion of work.
- Outstanding interpersonal, motivational and presentation Driving business decisions.
- Can think strategically in order to create a vision and set company direction.
- Generating innovative ideas that are cost-effective ensuring profitability to the company.
- Implementing change in the work process to optimize productivity.

- Presenting the monthly performance in the monthly review meetings.
- Ensuring that the employees adhere to the company's rules and are in sync with the company's mission and value.
- Delegating tasks to the subordinates.
- Negotiate and manage agreements through business contract process.
- Managing client relationships to build a reputation for excellent service and generate repeat business Informed the customers about the advantages and ease of use of credit cards the company offers.

Education

Early Childhood education/ computer Science. 1996 Certificate in Early Childhood Education : Early Childhood Education 1995 Community C COLLEGE OF DENVER, City, State, USA

Certificate in Early Childhood Education : Early Childhood Education 1996 EMILY GRIFFITH OPPORTUNITY SCHOOL, City, State, USA

Diploma : General Studies 1993 GEORGE WASHINGTON HIGH SCHOOL, City, State, USA GPA: Rewards and recognition 2004-2006

Circle of Excellence Recipient 2012 Crown Perks winner 2013 Crown Perks winner 2014 Pinnacle Perks winner

Professional Affiliations

Owner of Nonprofit organization

Co Founder& Executive Director of Lug- N - Nuts Car Club

Member of Colorado Low-rider Alliance

Skills

10-key by touch, accounts payable, accounts receivable, administrative, billing, budgets, budget, Cisco, closing, interpersonal, credit, Client, customer satisfaction, customer care, database, direction, Driving, general ledger, government, Internet Explorer, team building, director, Managing, meetings, Access, Excel, Microsoft Office, Power Point, Window, Word, Works, negotiating, People Soft, policies, Presenting, processes, quality, quality control, Research, Vantive, vision, Vista, written