

# Resume 943

## OBJECTIVE:

Detail-oriented and resourceful Accounting and Administrative Professional with experience in managing financial records, coordinating office operations, and streamlining administrative processes. Skilled in budgeting, payroll, accounts payable/receivable, and ensuring compliance with company policies. Dedicated to delivering accurate results and maintaining organizational efficiency to support business success.

## SUMMARY OF QUALIFICATIONS:

- Proficient and experienced using systems such as SAP, MS Office, Quickbooks, proprietary software (Business Works, COD, RightNow, Goldmine, and Salesforce)
- Multi-tasks efficiently, learns new systems quickly & superior attention to detail
- Experienced working with accounts payables/receivables, invoicing, purchasing, performing all business operations necessary in the absence of key individuals, etc.
- Over 20 years' experience providing support in a variety of settings including sales & business office, offering intelligent solutions/options depending on situational needs, and resolving issues to their complete satisfaction

## PROFESSIONAL EXPERIENCE:

08/2022 - Present      ***WSF Industries, Tonawanda, NY***

Executive Administrative Assistant

- Manage the President's daily schedule, including meetings, travel, and event planning, ensuring optimal time management.
- Prepare reports, presentations, and briefings for executive meetings and board discussions.
- Manage all administrative duties for the office, including answering phones, handling correspondence, scheduling appointments, and organizing files.
- Oversee special projects as assigned by the President, ensuring goals and deadlines are met.
- Serve as the primary point of contact for the President's office, maintaining a professional and welcoming environment.

02/2021 – 08/2022      ***Fairview, USA, North Tonawanda, NY***

Accounts Receivable

- Prepare the deposit for three locations, monitor bank account for ACH payments & post receipts to customer accounts
- Monitor customer aging reports & escalate accounts as needed
- Contact customers by phone and email to manage A/R & collect on past due balances
- Reconcile accounts. Ability to perform account analysis as needed & review accounts for credit worthiness before orders are released
- Research and resolve customer invoice disputes & respond to credit inquiries
- Process credit returns and process refunds when necessary
- Daily invoicing
- Prepare, generate, and distribute month end reports & send out customer statements
- Process credit card and other electronic transactions for customer orders
- Document collection activity
- Prepare & run checks accordingly

07/2020 - 02/2021      ***Pellets, LLC, North Tonawanda, NY***

Administrative Assistant

- Enter all sales order transactions and invoice
- Prepare bank deposits, deliver to bank & input/reconcile accounts payables/receivables
- Processed all credit card payments and input in Quickbooks
- Quote pricing and provide product knowledge for current and future orders
- Ordered supplies for office and warehouse
- Provide superior customer service

12/2019 - 3/2020      **Schiller, Knapp, Lefkowitz & Hertz, LLP**  
Legal Assistant

- Managing day-to-day operations, as needed by the attorneys
- Carrying out administrative services
- Providing support to legal team
- Manage legal documentation and correspondence in strict confidence
- Draft documents and letters from existing acquisitions using proper licensing templates

01/2019 - 08/2019      **Comfort Windows, Tonawanda, NY**  
Service Coordinator/Administrative Assistant

- Scheduled Service Technician to respond to customer concerns and/or repairs needed
- Interacted with management to determine best resolution for service calls
- Ordered parts and supplies for stock
- Reached out to customers to troubleshoot any ongoing issues

08/2015 - 12/2019      **Firstsource Advantage, Buffalo, NY**  
Quality Assurance Representative/Compliance

- Made outbound calls to secure payments on outstanding accounts
- Met month end departmental goals
- Ensured agents provided quality service in line with organizational objectives
- Determined and agreed upon in-house and client procedures and standards.
- Provided one on one coaching sessions to further educate agents to enhance their quality of service and improve on client requirements.
- Provided written feedback for the one on one coaching sessions held to all supervisors and management.
- Attended call calibrations monthly with agents, department heads and clients.

07/2013 – 8/2015      **Gross & Polowy, LLC, Williamsville, NY**  
Legal Assistant

- Reviews the firm's case management system for required supportive documentation for upcoming court cases
- Responsible for all client system and firm's case management system updating
- Responds to client requests for documents
- Prepares and reviews RJI for attorney execution
- Handles escalations and informs the attorney and/or Supervisor for proper resolutions
- Performs additional duties as assigned and diligently completes assignments on or ahead of schedule

06/2009 – 09/2013      **Affiliated Computer Services, North Tonawanda, NY**  
Customer Service Representative

- Assisted borrowers and third parties with inquiries related to disbursements, originations, loan payments, etc. by telephone and e-mail; Provided parties with assistance in completing required legal, electronic and paper forms such as the (FAFSA), (MPN), Entrance Counseling and other forms
- Resolved issues of a confidential and sensitive nature
- Acts as liaison between applicants for loans and lenders to overturn negative credit decisions
- Trained schools to be proficient with the COD system, and Title IV regulations governing financial aid

## **EDUCATION:**

**Associates Degree - Business and Accounting**  
(Held a position in the Student Senate budget committee)  
SUNY Niagara, Sanborn, NY