

Resume 726

Over 15 years of experience in accounting, customer service, inside sales, and administrative oversight. Excellent interpersonal and communications skills. Results driven approaches to meet goals and deadlines with effective time management. Strong ability to build and maintain rapport with external and internal customers.

PROFESSIONAL EXPERIENCE:

Superior Lubricants Co., Inc. North Tonawanda, NY.

4/2014 –11/2022

Accounts Receivable Specialist

- Cash Application
- Credit Report and trade reference execution
- New Account Set Up
- Customer-past due collections and manage aging report
- Process credit card payments
- Monitor customer orders and review payment status
- Customer Service with account payment resolution

Customer Service Representative

4/2014 –12/2016

- Answered incoming calls from clients and sales Reps along with entering orders
- Confirm pricing with purchase orders to match
- Schedule orders with shipping dates
- Up sale additional products and services based on client need
- Perform administrative and clerical duties for management team
- Record client repair request in data tracking system
- Conflict resolution regarding client accounts

IMA Life North America (Pharmaceutical Mfg.) Tonawanda, NY

1/2013 –1/2014

Customer Service Coordinator

- Managed tracking of all new, revised and shipped orders. Verified and converted all quotes and orders.
- Communicated directly with customers for acknowledgment, confirmation and tracking verification of all orders.
- Processed and released customer orders - both international and domestic.
- Excellent at leading discussions among key stakeholders. Attended monthly meetings for employee relations concerns. Addressed and coordinated concerns with HR, General Management, Production, Engineering, etc. Handled sensitive, confidential information in a professional discreet manner.
- Verified inventory to process orders. Ran daily reports and pick list for shipments.
- Updated customers with status of orders, continued follow up throughout order process.
- Prepared documentation for shipments and invoicing of orders.
- Reviewed and updated customer reports to ensure order accuracy.
- Worked with logistics team to ensure shipments of orders. Scheduled shipments on all LTL orders.
- Created open order reports for past due and current customer orders in SAP and MS Excel.
- Attended weekly meetings with Logistics for open order status. Address concerns, coordinate feedback.

Univera Williamsville, NY

9/2012- 1/2013

Medicare CSR (Temp Assignment)

- Responsible for maintaining accurate and up-to-date knowledge of all Medicare Advantage regulations and possess the ability to communicate to members in a clear and concise manner to ensure understanding of the products. Including but not limited to competitive plans, health care financing, CMS, and trends and concepts that impact managed health care.
- Demonstrate a thorough understanding of the Grievance & Appeal process and timeframes.
- Demonstrate a complete and thorough understanding of all subscriber agreements, amendments, marketing materials, and programs.
- Research, interpret and respond to inquiries from internal and external customers, business partners and special groups concerning products, services and policies in accordance with CMS, NCQA and legislative requirements.
- Accurately and efficiently resolve customer inquiries in an organized manner, resulting in acceptable accuracy and production levels, and retention of subscriber contracts.

- Dealt effectively with upset customers in an empathetic and professional manner, while taking responsibility for conflict resolution.
- Responded to customers in a professional, efficient manner to encourage public acceptance of corporate products, services, and policies.
- Identified patterns generated by external and internal action effecting customer satisfaction.
- Identified and followed through on potential issues affecting the insurance industry.
- Participated in training for regulations, legacy systems, procedures and skill development to initiate actions and accurately fulfill all requirements of the job.

Battenfeld Grease & Oil Co.

North Tonawanda, NY

3/2009 – 8/2012

Customer Service

- Customer order preparation responsibilities including receiving, processing, shipping, and invoicing orders.
- Updated monthly reports on fluid counts and open order reporting for specific customers.
- Updated database on new product specs for each customer request.
- Prepare Custom's paperwork for shipping.
- Responsible for collections on Accounts Receivable monthly reports.
- Received inbound calls from customers on questions and ordering products.

EDUCATION AND PROFESSIONAL DEVELOPMENT:

Niagara County Community College

Sanborn, NY

2010 – 2012

- Early Childhood Studies
Achieved 21 Credit Hours

Bryant & Stratton College

Amherst, NY

2004 – 2007

(On The Job Training Through Employer)

- Conflict Resolution Training
- Guiding Customer Conversation Workshop
- Time Management Training

State University of New York at Buffalo

Buffalo, NY

2004 – 2007

(On The Job Training Through Employer)

- Six Sigma White Belt Training
- Lean Training

Bryant & Stratton Business Institute

Buffalo, NY

1986

- Diploma, Medical Receptionist and General Office Studies

TECHNOLOGY:

- Microsoft Office Suite
- Proman
- SAP
- BAAN 4 & 5
- AS400 Main Frame
- Made 2 Manage
- Trend
- Facets and IFacets
- Take Stock
- Acumatica