

Summary

Driven and resourceful administrative professional with 12+ years of experience assisting with work of high-achieving executives. Track record supporting professional needs with well-organized precision. Successfully manages high-volume workloads in rapidly changing environments. Exceptional work ethics and commitment to organizational objective.

Skills

- Business planning
- Computer proficiency
- Advanced MS Office Suite
- Schedule Management
- Administrative support
- Report Development
- Business administration
- Office administration
- Schedule & calendar planning
- Financial services
- Expense reporting
- Maintenance scheduling
- Travel administration

Experience

Information Technology Coordinator, 11/2014 to 04/2021

City Of Cincinnati, Oh – Cincinnati, OH

- Provided executive assistance to Chief Information Officer (CIO), Application Support, Infrastructure/Security and Help Desk Management.
- Produced data tracking reports for organization expenses, accounts receivable, accounts payable, and month end/ year end consolidation.
- Supported technical staff in troubleshooting via Zendesk.
- Coordinated all employees access to Zoom, Microsoft, Survey Monkey, Air table, Sales force, DocuSign.
- Responsible for reviewing potential candidates resumes on Workday and communicate to schedule interviews.
- Optimized relationships with vendors such as Verizon, Comcast, Spectrum, Windstream and Wave broadband to bring online metro-ethernet WAN connection to new facilities.
- Managed 900 mobile, MiFi and iPad devices for national organization.
- Negotiated new contracts with wireless providers which ultimately saved \$10,000 monthly.
- Approved, submitted and coded over 80 weekly invoices using Workday system in accordance with finance policies.
- Analyzed and ran weekly budget report for IT department.
- Created 13 new forecasting reports to compare monthly vendor budgeting expenses.
- Created and maintained electronic library of user guides and training materials for use of IT software installations and mobile device management.

Administrative Assistant, 07/2008 to 11/2014

Ohm – Hancock, MI

- Provided administrative support to 9 companies under Kantar umbrella.
- Communicated corporate objectives across all division through regular correspondence and schedule status updates.
- Oversaw office inventory, including ordering and reposition, stocking and shipping receiving for organization.
- Prepare and organize mail correspondence with various couriers (i.e., UPS, Fed Ex and Private Couriers).
- Created and maintained public distribution lists (PDL's) via MS Outlook for companies.
- Assisted Human Resource/Accounting with processing all personal accessing forms and assuring proper approvals.
- Restocked supplies and placed purchase orders to maintain adequate stock levels.
- Coordinated travel arrangements by booking airfare, hotel and ground transportation.
- Monitored premises, screened visitors, updated logs and issued passes to maintain security.
- Answered multi-line phone system, routing calls, delivering messages to staff and greeting visitors.
- Interacted with vendors, contractors and professional services personnel to receive orders, direct activities and communicate instructions.
- Monitored supervisor's work calendar and scheduled appointments, meetings and travel.
- Coached new employees on administrative procedures, company policies and performance standards.

Sales Coordinator / Jr. Sales, 07/2007 to 07/2008

Cintas Corporation – City, STATE

- Provided sales and administrative support efficiently for confidential contract agreements.
- Prepared sales analyses, proposals, contract agreements, and presentations on daily basis.
- Generated expense reports, timesheets, and quarterly profit loss reports.
- Compiled client profiles and entered information into operating system.Set up appointments with potential and current customers to promote new products and services.
- Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions.
- Streamlined training processes for orders, tracking, expense recording and sale protocols to increase employee productivity and enhance sales.

Warranty Booker, 01/2004 to 04/2007

Silver Star Mercedes Benz – City, STATE

- Resolved and processed all claims, corrections and charge-backs daily according to MBUSA protocols within warranty coverage of vehicles.
- Assigned repair orders to mechanical engineers daily.
- Maintained engineer department payroll with in ADP process.
- Assist management with MBUSA warranty audits on repair claims.
- Demonstrated behaviors consistent with company's vision, mission, and values in all interactions with customers, colleagues and suppliers.
- Oversaw logistics for incoming replacement parts and outgoing shipments of defective components.
- Monitored factory recalls and announcements to stay on top of changes.
- Reconciled monies due, followed up on outstanding claims and worked with accounting department to obtain payments.
- Carried out administrative tasks by communicating with clients, distributing mail and scanning documents.

Education and Training

High School Diploma

Fashion Industries of Technology - New York, NY

Fashion Design And Marketing

Fashion Institute of Technology - New York, NY

Certifications

Smart Sheet Basics and Productivity

Websites, Portfolios, Profiles

- <https://www.linkedin.com/in/erika-Claire-51b187b0>