

# CHRISTINE M NELSON

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## Performance Summary

Competent and Loyal **Administrative Assistant** with experience performing administrative tasks in the pest control industry. Well-developed skills prioritizing, Organization, decision making, time management, and verbal / written communication skills. Strong interpersonal skills resulting in exceptional rapport with people and the ability to deal courteously, professionally and tactfully when dealing with customers. Proficient in QuickBooks and Microsoft Excel. Currently a Notary.

Collections	Employee Payroll	Accounts Receivable / Payable
Invoicing	Deposits	Accounts Receivable Reports
Business Accounts	Credit Card Reconciliation	Writing Work Orders
Payroll Accounts	Insurance Request	Compliance Depot

## Professional Experience

### Administrative Assistant/Office Manager

Alpine Farms Bee Removal

Palm City, FL

03/2006 - 10/2017

### Administrative

- Provided direct support to caller's and office staff by answering questions, concerns, and requests upon receiving up to 40 calls per day using a multi - line phone system
- Scheduled customer appointments and confirmed customer availability
- Delivered account information to customer accurately and in a timely manner
- Maintained time keeping records for all employees in an office setting by utilizing spread sheets and document payroll functions
- Verified all employees information was correct before submitting to payroll
- Received in all accounts receivables and applied all payments to the appropriate customer's and handled daily deposits for all incoming payments
- Contacted past due customer daily collection calls for customer invoice's to receive payment or schedule a payment date
- Prepared month end accounts receivable reports and submitted it to management for review

### Office Management

- Supervised and verified all office duties to insure all work was being done in a timely fashion

