

Sabrina Centeno

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EXPERIENCE

Accounts Payable Specialist

November 2021 - Present

Sonepar USA | Maitland, FL

Successfully work high volume email queues to answer all queries vendors have about invoices submitted, payment information, tax information, shipping information and return information. Efficiently process invoices and credits for all 16 Sonepar companies, while also keeping up to date on each company's different processes. Prepare monthly internal audits for accurate reporting to the Accounting department.

- Work alongside on-site Software Developer to create templates for a system created in-house with XML that takes PDF invoices for automated verification by using Regular Expression, with the goal of having a template for all vendors that send invoices via email. This helped lower the volume that the AP Verification team handles.

Head of Quality Control Department

June 2021 - November 2021

LPL Financial | Lake Mary, FL

Oversee all the New Accounts Department production and accuracy, compile productivity and accuracy data for daily reports, manage weekly performance review meetings and monitor bi-weekly Performance Improvement Plans.

Developed and managed new employee training and conducted weekly retraining sessions for current employees. Inspected accounts processed to ensure quality was met, while also educating all agents on new scenarios and doubts on a daily basis.

Attended bi-weekly calibration meetings with LPL Financial executives to discuss quality procedures.

- Program Excel worksheets to update automatically to better daily operations.

Receptionist

October 2019 - June 2021

Autonation Toyota Winter Park | Winter Park, FL

Manage all incoming customer traffic for the sales, finance and accounting department, answer questions about each department in a detailed manner, maintain written and verbal communication with required personnel, handling pressure and tolerating stressful situations while finding required solutions to better customer experience. Organize and coordinate day-to-day operations in the sales department, while keeping attention to every detail and professionalism.

- Provide administrative and title clerk support on a daily basis for smooth operations.
- Contribute to the warranty team by accomplishing tasks as needed on a weekly basis.

EDUCATION

University of Central Florida | Certificate in Full Stack Development

August, 2023

Valencia College | Associate's Degree

Present

- GPA: 3.75/4.0

Boone High School | Honors High School Diploma

May, 2019

- GPA: 3.95/4.0
- National Honor Society, Mu Alpha Theta Math Honor Society, award winning Robotics Club (2015)

SKILLS

Fluent in English, Spanish and conversational French | Adept with Microsoft Office Suite | Proficient Computer Skills |

Strong Customer Service | Analytical Thinker | Quick starter and adaptable learner