

Office Administrator Office Administrator South Amboy, NJ More than 15 years of successful experience in customer service and support with recognized strengths in account maintenance, problem solving and trouble-shooting, sales staff support, and planning/implementing proactive procedures and systems to avoid problems. Possess solid computer skills Excellent working knowledge using both IBM and Windows system; AS/400 Program, Microsoft Excel, WordPerfect, Microsoft Word, and Microsoft Outlook. Ability to train, motivate, and supervise customer service employees. Process payroll, and maintain/update accurate inventories. Work Experience Office Administrator Kenan Advantage Group 2012 to Present management of drivers. Communication between drivers and corporate. TMW office software Tracking and location of equipment (Trailers, tractors etc.) on Omni tracks Handle all shipping/receiving of company documents. Oversee freight paperwork daily. Manage Drivers Logs & H.O.S through Qualcomm Units Courier Systems Bayonne, NJ 2006 to 2010 Work sales professionals covering 2 states (FL and TN) responsible for more than 50 individual and corporate accounts. Opening new accounts and upgrading existing service. Quickly and effectively solve customer challenges. Scheduling deliveries and pick-ups All billing and invoicing. Maintaining all inventory and manifests. Payroll records for employees. Assisted drivers, and pier and dock workers Maintain quality control/satisfaction records, constantly seeking new ways to improve customer service. Post-delivery customer service Workbench Holdings LLC - Bayonne, NJ 1994 to 2004 Delivery follow-up and problem resolution. Dailey driver check-in and tracking. Scheduled deliveries and service planner. Filing, data entry, faxing and scanning. Responsible for end-of-the-day reporting to managers. American Greetings 1989 to 1993 New store set-up. Promotional set-ups. Client credit processing. Merchandise order placement. Client relations. Education Business The Betty Owen School - Jersey City, NJ Bayonne High School - Bayonne, NJ College Prep Program Skills Office Admin, Quickbooks, Front Office, Front Desk

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