**Mausami Kapadia**

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**Career Objective**

To obtain a position relevant to my experiences and training in your organization.

**Professional Profile**

* Over 10 years experience in an Administrative Assistant and Customer Service environment
* Over 5 years experience in Accounts Receivables including collections
* Proficient in various Windows environments, MS Office applications, MS Dynamics NAV 2009
* Good written and verbal communication skills; excellent telephone etiquette
* Accurate data entry and record keeping abilities as well as problem-solving skills
* Strong ability to work under pressure – meeting stringent deadlines
* Great ability to work independently and as a team
* Superb organizational and observational skills; a very quick learner

**Work Experience**

Ecom Food Industries Corporation 2015 – Present

Accounts Receivable & Invoicing Clerk & Office Administrator

* Perform collections by notifying overdue payments to customers by telephone, mail, and email; examine payment plan/history; receive and post client payments.
* Recommend further action or discontinuation of service in cases where payment is not received
* Manage EFT, wire deposits made to the bank, remote cheque deposit capture, and enter and balance cash batch posting, answer correspondence and prepare reports as well as maintain records and files related to collections.
* Answers and resolve customer inquiries in a timely manner regarding accounts receivable and invoices related questions.
* Calculate, prepare, issue, and submit documents related to accounts such as bills, invoices, inventory reports, account statements, and other financial statements using computerized and manual systems.
* Perform daily invoicing functions within the accounts receivable & shipping department using billing software, send invoices to customers, responsible for closing month-end invoicing.
* Maintain billing system; track goods shipped but not invoiced
* Work closely with the accounts payable team – reconcile accounts, resolve billing disputes, assist in payables, manage customer database, print & match invoices to purchase orders, and courier bills.
* Liaise with purchasing, logistics, laboratories, production, and sales team. Manually issue purchase orders and work orders for warehouse and lab.
* Assist in annual audit by providing necessary and requested documents.
* Prepare, pack, and ship product samples and track shipments. Create packing lists and update shipment information into the database. Print shipping labels for each package using FedEx, UPS, DHL, Purolator, and Citywide systems.
* Prepare and process shipping documents in addition to other forms (Food & Drug Association; customs invoice) on behalf of clients according to customs regulations, laws, and procedures.
* Coordinate trade show exhibits including, booth setup, show literature, show samples, and hotel arrangements.
* Greet visitors, answer telephone and relay calls and messages to the appropriate personnel, receive routine inquiries, sort and distribute incoming mail, schedule courier and process outgoing mail
* Perform advanced word processing and desktop publishing, including reports, spreadsheets, forms, and letters. Additional administrative tasks such as filing, data entry, setting up, and maintaining files.

**Mausami Kapadia**

TFI Foods Ltd. 2010 – July 2014

Customer Service, Sales & Purchasing Administrative Assistant

* Reviewed purchase orders, filing and faxing all POs to vendors.
* Followed up with suppliers for outstanding orders and managed all vendor’s back orders.
* Calculated cost of orders and forwarded invoices to appropriate accounts.
* Contacted suppliers or customers regarding logistics, returns and salon returns; schedule deliveries, resolved shortages and missed deliveries
* Prepared and maintained purchasing files, reports and price lists.
* Contacted customers or suppliers to obtain payment & enforce company conditions and assisted customers with invoice inquiries and resolved related issues.
* Processed orders efficiently into MS Dynamics NAV, operated computerized inventory to maintain sales records and inventory and informed sales representatives about new products to sell.
* Estimated or quoted prices, credit terms, trade-in allowances, warranties, and delivery dates.
* Reviewed and adapted to information regarding product innovations, competitors, and market conditions.
* Reviewed requisition orders for accuracy and verified that stock is not available from current inventories, obtained price quotations from catalogues and suppliers, and prepared and processed order purchases within purchasing authority.
* Primary contact for customers. Responded to all inquiries from internal and external customers efficiently.
* Communicated with sales representatives regarding orders to be delivered to appropriate customers (including Loblaw’s, Costco, Fresh Co. & Wal-Mart) on time.
* Provided back office support; prepared sales statements, product lists with prices, requested for new customer accounts.

South Asian Family Support Services (SAFSS) 2010

Receptionist (Volunteer)

* Professionally greeted customers and provided general information to clients and seniors who are new to Canada.
* Answered all calls and forwarded messages to the appropriate employees and answered general inquiries.
* Assisted with preparation of events for seniors as well as executive and management meetings – including boardroom setup and catering arrangements.
* Monitored inventory and ordered office supplies.
* Sorted and distributed incoming/outgoing mail and sent and received courier packages.
* Communicated directly with clients as necessary and developed good relations with them.
* Data entry, filing, photocopying, scanning, and faxing.

**Mausami Kapadia**

Symcor Inc. 2006 – 2009

Cheque Processor

* Month-end Reserve Production Support (incl. RBC & BMO).
* Maintained capture rejects rates at established levels and reported all machine and workflow problems to the PCL/PL.
* Knowledge of processing cheques (including RBC and BMO) and related equipment and operated and maintained machines.
* Resolved work-related problems and prepare and submit progress and other reports.
* Verified accuracy and completeness of data.
* Issued documents related to accounts using computerized and manual systems.
* Coded, totaled, batched, entered, and verified transactions such cheques and cheque requisition in computer systems.

OK Tax Services 1999 – 2001

Receptionist/ Office Administrator

* Greet visitors, answer telephone and relay calls and messages to the appropriate personnel, receive routine inquiries, sort, and distribute incoming mail, schedule courier and process outgoing mail.
* Responsible for office supplies purchase and managing petty cash.
* Additional administrative tasks such as filing, data entry, setting up and maintaining files.
* Act as the main contact for client and collect documentation in support of corresponding citizenship and child tax benefit applications.
* Draft citizenship and child tax benefit applications with accuracy. Ensure all support letters and documentation are included.

**Education and Professional Training**

* Tourism & Hospitality, ACCES Employment/OTEC, Toronto, ON 2010
* Microsoft Office: Aptech Computer Education Center – India 1999
* Customer Service and Personal Effectiveness Training 1999
* Bachelor of Law: Shah K.M. Law College - Gujarat, India 1998
* Bachelor of Arts: V.S. Patel College - Gujarat, India 1995

References Available Upon Request