

Gena Peters

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Employment History:

Express Employment Professionals, Portland, OR February 2013 to Present

Contractor (February 2013 to Present)

- Mock Juror
- Star Park - Parking lot attendant and cashier
- Care Oregon - Temporary scheduler for HEDIS project. Scheduled nurses to perform on site chart audits at medical facilities. performed administrative support duties for the team of 7 nurses, including researching and requesting medical records.

Salit Specialty Rebar, Niagara Falls, NY 2005 to January 2013

Office Manager (2010 to 2013)

- Managed day to day operations of office, ordered and stocked supplies.
- Answered multi-line phone system calls with courteous demeanor.
- Sold stainless steel rebar, followed up to ensure proper invoicing and delivery of material.
- Coordinated shop production and trucking/logistics to ensure on time delivery of product to customer shop or jobsite.
- Performed invoicing, applied customer payments, created and applied credit and debit memos, tracked aged receivables and made collection calls.
- Investigated discrepancies between invoice amount and payment amount then firmly, yet courteously requested remaining payments due.
- Followed established procedures for granting credit or requiring up front payment for material.
- Prepared daily bank deposits and deposit reports.
- Liaisoned between Salit Specialty Rebar and state DOT officials, engineers and customers, ensuring any necessary materials testing is completed.
- Wrote content for marketing brochures and newsletters, updated website.
- Performed in-house technical support for day to day issues.
- Trained co-workers and manager on new software system.
- Provided HR forms to new hires and insurance information to shop employees with a high degree of confidentiality.
- Created monthly inventory and project backlog reports.

Administrative Assistant (2005 to 2010)

- Managed day to day operations of office, ordered and stocked supplies.
- Answered multi-line phone system calls with courteous demeanor.
- Sold stainless steel rebar, followed up to ensure proper invoicing and delivery of material.

- Coordinated shop production and trucking/logistics to ensure on time delivery of product to customer shop or jobsite.
- Received customer payments, tracked aged receivables and made collection calls.
- Liaisoned between Salit Specialty Rebar and state DOT officials, engineers and customers, ensuring any necessary materials testing is completed.
- Coordinated “lunch and learn” presentations at engineer and customer facilities as well as in-house safety luncheon meetings.
- Wrote content for marketing brochures and newsletters, updated website.
- Performed in-house technical support for day to day issues.
- Trained co-workers and manager on new software system.
- Provided HR forms to new hires and insurance information to shop employees with a high degree of confidentiality.
- Created monthly inventory and project backlog reports.

Receptionist/Administrative Assistant (2005 to 2005)

- Managed day to day operations of office, ordered and stocked supplies.
- Answered multi-line phone system calls with courteous demeanor.
- Sold stainless steel rebar, followed up to ensure proper invoicing and delivery of material.
- Coordinated shop production and trucking/logistics to ensure on time delivery of product to customer shop or jobsite.
- Performed in-house technical support for day to day issues.

WNY Internet Partners, Lewiston, NY 1997 to 2005

Owner / Office Manager

- Managed day to day operations of office, ordered and stocked supplies.
- Acted as technical support for dial-up Internet customers with empathy and non-judgmental understanding.
- Wrote marketing information and designed website and a monthly newsletter for customers which included Internet tips and tricks and important information.
- Sold dial-up Internet access, website design, hosting and other incidental computer items.
- Performed accounts receivable duties including entering customer payments, tracking aged receivables and collections calls.

Education:

Brock University, St. Catharines, Ontario Canada
Bachelor of Arts, Psychology 1991