

Anneliese Gillgam

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## OBJECTIVE

To be a team member at a company where I can use my work experience to ensure company goals are met and every team member knows they are valued.

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## WORK EXPERIENCE

***Office Manager/Administrative Assistant - April 1996 - February 2010***

***Kevin Howard Real Estate | Clackamas, OR***

### ***Real Estate/Property Management***

Office Manager/Administrative Assistant

Provide support for CEO and President, screen phone calls, direct messages, and process requests as needed. Maintain company records.

Office Manager/Administrative Assistant/Area Supervisor • Supervise office staff of four, implement procedures to streamline increasing work load • Placed orders for office supplies, equipment, and services • Supported 64 managers on all daily issues and assisted all office staff with major projects • Resolved accounting issues regarding profit and loss statements, and payment issues • Performed daily clerical functions: phones, typing, filing, and customer service • Processed accounts payable, profit and loss statements, monthly and quarterly graphs, monthly spreadsheets using Excel • Create programs in Excel to track historic information • Able to multi task resourcefully • Responsible to delegate work among staff and resolve all problems • Assist CEO and President of company with any owner needs, work with lenders to obtain loans on properties • Maintaining reference records as needed • Coordinate travel arrangements, meeting locations, food service as needed • Drafted extensive correspondence • Handled inquiries from the staff, managers, owners, customers, and vendors.

Microsoft Word, Excel, Outlook, Syrasoft, and Sage accounting software.

*Complete list of job responsibilities provided upon request.*

***Office Manager - February 1987 - June 1995***

***Jerry's Custom Paint | Gresham, OR***

### ***Automotive Sales and Repair Services***

Schedule jobs thru shop, order parts, supplies, inform customers/insurance companies of any additional expenses as need. Prepare bills as required, AR, prepare commission payroll information, track job cost, receive parts and supplies, answer phones.

Contact person for insurance, reps, employees, and vendors. Responsible for all office operations, phones, fax machine, computer estimates, including communications with customers, insurance reps and insurance companies when vehicle would be at shop for their

inspection. Order parts to ensure jobs move thru shop efficiently. Monitor jobs progress and document information as needed to assure payment of any additional expenses. Receive parts and supplies, check invoices for accuracy. Return unused parts and make sure proper credit is received. Help employees as needed.

**Office Manager/Parts Manager - January 1977 - February 1987**

**Restorations & Reproductions | Gresham, OR**

**Automotive and Parts Mfg**

Responsible for all office duties, phones, payroll, billing, AR, AP, deposits, bank reconciliation. Parts Department- order and track inventory, prepare fiberglass parts (sand and paint), help with manufacturing of fuel lines and mufflers.

Restorations & Reproductions is in the business of doing high quality automotive restoration and custom fabrication. I was in charge of all office duties and the parts department. I would assist in the shop as needed, bandsaw, drill press, milling machine, spot welder.

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**EDUCATION**

High School – graduate

**PROFESSIONAL MEMBERSHIPS / AFFILIATIONS**

National Notary Association

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**INTERESTS**

Enjoy spending time with family and friends, Sunday School teacher, Nascar Sprint Cup Races.

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**REFERENCES**

Dan Campbell - Senior Commercial Loan Officer Banner Bank

971-255-5631 [dcampbell@bannerbank.com](mailto:dcampbell@bannerbank.com) (Professional)

Jim Grimes - President/Owner Jim Grimes & Associates

360-579-0727 [jg-asspc@whidbey.com](mailto:jg-asspc@whidbey.com) (Professional)

Julie Lyon - Customer Service Specialist US Bank

503-401-7371 [julie.lyon@usbank.com](mailto:julie.lyon@usbank.com) (Professional)

Kip Leo - 503-778-0480 (Personal)

Kay Sturgis - 503-680-2039 (Personal)

(Please note professional references may only know me as Anne Gillgam)

**JOHN C. GEYER**  
**AIR, LAND & SEA ADVENTURERS**  
170 W. ELLENDALE AVE #103-127  
DALLAS OR 97338-1522  
503-705 - 4277  
E-MAIL: [travelbuddies@earthlink.net](mailto:travelbuddies@earthlink.net)

April 8 2010

**Letter of Recommendation**

To whom it may concern

My name is John Geyer, owner of A-1 U-Store-It of Vancouver, WA. I have been the owner since 1989. I hired Kevin Howard Real Estate; of Portland, OR to professionally manage my Mini Storage business. I have personally met with most all of the staff of KHRE. Since @ 1995, whenever I had any question or concern, I usually contacted Annie first since she was the Office Manager. She always was professional, courteous, and solved any of my concerns or problems.

If I had any openings currently, I would not hesitate to put her on my team. As such, I would have no concerns in recommending her for a qualified position.

If you feel the need to personal contact me, feel free at the above address.

A handwritten signature in black ink, appearing to read "John C. Geyer". The signature is fluid and cursive, with the first name "John" being more prominent and the last name "Geyer" written in a more compact, stylized manner.

John C Geyer

**Jim Grimes and Associates**

6793 S. Sills Road  
Clinton, WA 98236  
360-579-0727

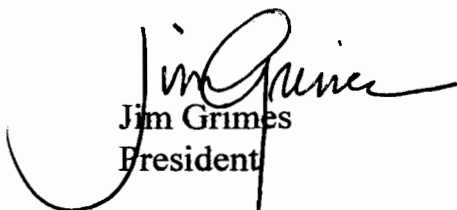
March 1, 2010

Dear Sir/Madam:

I'm writing this letter in support of Anneliese Gillgam and would highly recommend her for any position she would consider. I have operated my professional management company for 22 years and for 14 of those years have known and worked with Anneliese. I could always rely upon her ability to solve problems, research data, return requested information and produce needed reports in a timely manner.

I found Anneliese to be a hard working, honest person, always willing to and able to help the team succeed. I strongly recommend Anneliese Gillgam as a good and trustworthy team member.

Sincerely,



Jim Grimes  
President

March 8, 2010

To Whom It May Concern:

It is my privilege to write this letter of recommendation for Anneliese Gillgam. I am the group health insurance agent for Kevin Howard Real Estate and KH, Inc. I worked closely with Anneliese in the administration and management of the companies' employee benefit program.

I began working with Anneliese in 2002. She was the point person for me to contact when I had questions or concerns. Anneliese was a participant and provided input for designing plans and premium structures that would best meet the needs for the Kevin Howard companies and their employees.

I always found Anneliese to be creative and diligent in her responsibilities. I believe one of the most important traits for an individual that deals with employees' health insurance is compassion. Anneliese certainly cared about the employees she represented and tried hard to make things work for their best interests.

I do not hesitate to recommend Anneliese for any position available to her. If you have any questions, or would like to discuss my experiences with Anneliese further, please contact me at 503.982.4124.

Through these past years, I am flattered that I am able to consider Anneliese a personal friend in addition to our professional relationship.

Sincerely,



Joyce Mennis  
Senior Account Manager  
Risk Management Co.

**Anne's Job Description - as Office Manager/Admin Assistant -** this is what I can remember - as other items come 'to light' Mary and Kevin can assign

Office Manager  
Admin Assist

**updated 3/12/09**  
**will add as new**  
**items arise**

|  |  |  |  |
|--|--|--|--|
| <b>DAILY</b>   |  |  |  |
| review messages on answering machine - forward as required - return calls as needed  |  |  |  |
| Answer Phones  |  |  |  |
| Field Phone calls -  |  |  |  |
| owners- questions on P&L, draws, etc   |  |  | Anne will forward emails to Jen                            |
| managers-questions from when are the checks going out to problems with equipment, vendors, tenants - identify who should handle if appropriate or take care of myself. |  |  | Supervisors  |
| - issue with credit card - over charge manager wants to know what to do  |  |  | Colleen  |
| - issue with phone - line not working - call forwarding not working, internet down - etc   |  |  |  |
| - issue PC Charge not working  |  |  | Colleen  |
| - issue Manager has question - important legal ramifications possible - Supervisor not available - Mary Briggs not available   |  |  | Supervisor /Mary/Kevin                                     |
| - call center - Manager not transferring phone or not taking it back   |  |  | Julie  |
| Supervisors - answer questions on payments, services - assist with finding information needed  |  |  |  |
| answer questions for Colleen, Jennifer, Julie and Chris as needed to complete their task - from reviewing instructions, identifying account numbers for P&L postings,  |  |  |  |
| Be aware of what needs to be each day - oversee that tasks are done - be available to help with any task as needed   |  |  |  |
| <b>WEEKLY</b>  |  |  |  |
| Over see that the call center phone is transferred to the correct manager Monday after 10am  |  |  | Julie  |
| Print KHRE balance sheet every Monday with explanation worksheet - give to Kevin and Mary  |  |  | need to change - Tues or Fri new schedule - off on Mondays |
| <b>MONTHLY</b>   |  |  |  |
| oversee that all task are complete to ensure the 1st mailing goes to owners by the 7th - send mailing by the 20th  |  |  |  |
| oversee the maintenance and replacement of office equipment  |  |  |  |
| Distribute items in Payroll envelope when Mary and Kevin are not available   |  |  | Anyone   |
| Input info for breakdown of loan between Spokane Division and Spokane Indiana on from - print 2 copies - put in Auto pay folder  |  |  |  |
| Transfer funds for Spokane loan from Spokane Indiana to Spokane Division on the 3rd of the month as the payment is pulled on the 4th                                   |  |  |  |

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|---|--|--|--------------------------|
| complex income Spreadsheets- update using F9 program - print; have checked - print copies for Mary's book and owners - oversee that SS are PDF  |  |  | Christine                |
| graphs - operating expense, electric/gas, repairs- after all Spreadsheets are complete print and PDF - give copies to Kevin, Mary and Supervisors quarterly   |  |  | Christine                |
| email owners p&l info - use check off list - email Spreadsheets, reports, graphs and draw information   |  |  | Julie                    |
| complex occupancy graph - oversee input of data - transfer data to graph print for Mary and Kevin and PDF notify Linda when warren/wink graphs are pdf and put in their 'folder' on K drive- oversee that these are PDF   |  |  | new program will do this |
| Maintenance hours - input maintenance hours, mileage, expenses on worksheet, fill in mileage \$ and total on each complex form, make copies of each form for payment, put copies and worksheet in folder for payment and return originals with worksheet to Mary - when we get payroll info (twice a month) fill in \$ info on worksheet, fill out worksheet for KHRE P&L with \$ amounts and gas charges from shell                              |  |  |                          |
| qtr graphs - transfer data to graph datasheet - update formulas as needed - print copy for review by Mary and Kevin - print copies for Supervisors, Managers, Mary's book, owners - oversee that graphs are PDF   |  |  |                          |
| update Delinquencies reports for Supervisors - print and return to them - note any changes in gross potential - highlight- give copy to Julie to update Mary's book - complex rate sheet.   |  |  |                          |
| Review draw request for owners - mark Bank Balance Sheet with a 'D' in upper right hand corner so Julie knows if there is a draw check for that month - check for outstanding 'Short Term' loans noted on Bank Balance Sheet - put request for Draw in for payment - put Bank Balance Sheet in for P & L copies to Julie  |  |  |                          |
| Calculate up to date available funds for Baseline, Bronson, I-5 and Sherlock - request 'cash summary' report from Managers - gather information to fill in form as needed - call owners with draw amounts - put draws in for payment - oversee that the draws are deposited into the bank on the 15th of the month - if the 15th is on the weekend or holiday contact the owners and ask if they want the draw deposited before the 15th or after |  |  |                          |
| <b>YEARLY</b>   |  |  |                          |
| *complete Hazardous waste worksheets for complexes  |  |  |                          |
| update Property tax worksheet (Jen is doing the WA 09)  |  |  |                          |
| *complete personal property tax forms for complexes   |  |  |                          |
| *complete personal property tax forms for KHRE  |  |  |                          |
| make sure owners receive a copy of the year end loan statement with the information for the taxes   |  |  |                          |
| oversee printing of labels for next year files - make sure we have files to put the labels on   |  |  |                          |

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| coordinate year end dead filing- make arrangements for containers for documents to be shredded to be dropped off at office, work with Julie to see how the timing of getting boxes from back room to be dumped, filing of paid of bills, bank statements and complex files.  |  |  |
| renew Property Insurance -update information as needed - work with Kevin on allocation of bill, print invoices for payment, send to lenders as needed, monitor payments  |  |  |
| renew Health Ins - managers - office - update Employee census - provide to Agent - follow up and inform Mary and Kevin when quotes are ready to review - set up appointment with Agent for review - follow up with Mary and Kevin to inform employees of any changes   |  |  |
| renew KH Inc vehicle insurance - Provide Agent with needed information   |  |  |
| renew move in truck fleet insurance - provide Agent with needed information - review for any needed changes  |  |  |
| Update Spreadsheet for new year (1st make a PDF of the entire workbook) - change month and year information on the 'A-1 Data' sheet - change 'year' on each Data Sheet -   |  |  |
| Update graphs for new year - Change 'data source' on each graph for every complex - add new year formulas.   |  |  |
| Plan Managers picnic - reserve park, order food, coordinate snacks, dessert, shop for supplies, coordinate prizes for managers, bingo  |  |  |
| order awards for managers as instructed by Mary - dissect bill for payment   |  |  |
| Plan Managers Christmas party - reserve site - arrange for food, shop for needed supplies, decide on centerpieces - coordinate for set up, serving, and clean up   |  |  |
| oversee that all files have been gone thru - before dead filing to ensure items are in correct place   |  |  |
| Year end info to accountants in November to pre-plan, Dec info for adjustments, continue to commutate with accounts until numbers are correct, release to owners when done.  |  |  |
| Update Kevin's financials - print previous year for Kevin to use as a worksheet - provide Kevin with December Spreadsheets for each of his properties - provide principal balance of loans for all properties - update information as required - print for review - print and bind copy fro Kevin - print copies as needed |  |  |
| create for new year - Management Fee work book   |  |  |
| <b>AS NEEDED</b>   |  |  |
| *organize Manager shirt orders - order shirts - arrange for embroidery - sort and arrange for delivery to Managers - record order for payment  |  |  |
| order deposit slips/ends stamps for complex - email request for US Bank accounts to Julie Lyon - call for Bank of America, Sterling, and Columbia River  |  |  |
| send requested reports to lenders - locate required information - scan (or have scanned) email, put documentation in to be filed.  |  |  |
| obtain - property insurance for new complexes as they come on line - get all information required to HRH - request payment   |  |  |

Christine



|   |  |  |   |
|---|--|--|---|
| obtain - insurance for new vehicles as they come on line - get all information required to HRH - request payment  |  |  |   |
| add new drivers to insurance list for move in trucks as needed due to purchase or move from complexes   |  |  |   |
| create forms as needed for new tasks  |  |  | Each do own   |
| contact person for bank for overdrafts - when notified check complex for deposits - determine if they can cover overdraft - if not request Short Term loan from KHRE  |  |  |   |
| inform Mary and/or Kevin of overdrafts that require Short Term loan from KHRE - fill out form to be signed - transfer \$ - post in BW in KHRE to keep Balance sheet up to date  |  |  |   |
| monitor complex funds of those who have outstanding Short Term loans from KHRE - transfer \$ when available - post in BW in KHRE to keep Balance sheet up to date   |  |  |   |
| Make bank deposits as needed  |  |  |   |
| drop off mail as needed   |  |  |   |
| check for incoming faxes - distribute   |  |  |   |
| open mail as needed   |  |  |   |
| create new data base for owners letters, payroll, bonus, and graphs   |  |  |   |
| create new worksheet for Supervisors for new format for owners letters  |  |  |   |
| inform Supervisors of change and 'test' minis for 1st report.   |  |  |   |
| Document vacation and sick time for office employees  |  |  |   |
| Sort thru items accumulated on Kevin's desk when he is out of town  |  |  |   |
| Special project - Syrasoft upgrade - review forms and request changes as needed- work with Syrasoft tech to get the information on the forms and data correct.  |  |  | Syrasoft working on finalizing this for test in our office - then 2 mini's then all   |
| Special project - PC Charge install - arrange for internet service at each location - coordinate with Derald from Computek when the is done so he can do any upgrades to the computer system needed - inform Syrasoft when Derald has completed his part - inform Supervisors when Syrasoft has completed the install and the complex is ready to use the new credit card program - inform Mary Briggs via email of each step |  |  | waiting for PC Charge - Mt Hood, Spokane Division - waiting on upgrade (Derald arranging for local tech to do per his instructions) Spokane Indiana |
| New projects - order Title reports as requested - compile information needed for loans - work with loan officers to get them the required information asap - work with appraisers, and other subcontract personal to get the reports needed to comply with the loan requirements.   |  |  |   |
| Prepare Cash Calls as needed -  |  |  |   |
| contact bank when there is a problem with the amounts deducted for loans - locate person who can handle problem - provide needed documentation - follow up to get issue resolved  |  |  |   |
| Update Kevin's loan information sheet as needed   |  |  |   |
| update - Comparable Sales sheet as needed   |  |  |   |
| Set up vendors for auto pay -   |  |  |   |
| Update payroll sheet with changes to medical insurance (sign up or drop), Aflac changes, Manager changes, pay change  |  |  |   |

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|---|--|--|
| Update Cell tower information as required - get copies to Supervisors and Managers                |  |  |
| Letters for Managers for Jury Duty release -  |  |  |
| Make copies of Management Summaries for P &L's - copies for owners letters as requested or needed |  |  |
| DMV requested reports - track - pay etc.  |  |  |
| New Facility Info Sheets - fill in info and give to Jennifer to assign                            |  |  |

***New Duties as Administrative Assistance***

|   |
|---|
| Special projects - example - Trees at Gresham Mini, Sign at Hood River  |
| New Construction - work with Mary to get all items in place - Syrasoft, Internet, supplies, etc.  |
| prepare Payroll and Bonus submit to Neil  |
| track Delinquencies, occupancy and new rentals for each of the facilities by month and year end   |
| Learn Syrasoft program - be the go to person for Syrasoft problems & changes  |
| Dictation for Kevin and Mary - Supervisor notes, call center/web memos - any additional needed  |
| Cell Tower and Bill Boards update changes as needed create system to track dates of payment changes - and track payments that come into the office and notify Supervisors |

would like to have Syrasoft training from Syrasoft then go complex to see it in action - get list from Supervisors of issues managers have had so I can ask specifically about trouble areas