

**Erika Landon – McMinnville, OR 97128**  
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**Qualifications and Experience:**

- I have excellent computer skills and am very proficient in Excel, Access, PowerPoint, Word, Outlook, AS400, JD Edwards, Lotus Notes, Quickbooks and SAP. I can maintain computer databases, and can retrieve documents, producing presentation ready reports from those documents.
- I can work as a point of contact/administrative support, for all groups associated within an organization.
- I can work independently, with limited supervision, or I can work as a team player.
- I have more than 15 years experience working in an office setting in the capacity of an administrative support assistant, and can operate standard office equipment such as: computers, fax machines, printers, copiers, scanners, multi-line telephones and ten-key machines.
- I can attend meetings, taking minutes and distribute via email, setting up appointments in outlook, conference calls, use of projectors and web demonstrations
- I can process expense reports and making travel arrangements
- I am an excellent proof reader, with attention to detail.
- I can efficiently and accurately manage a large work/caseload
- I can receive, sort and distribute mail to appropriate departments/personnel, process courier shipments, including international shipments of materials.
- Human resource experience, scheduling and participating in interviews, new hire paperwork, performance evaluations and disciplinary actions, writing schedules and tracking vacation time.
- I have done: ordering, receiving, stocking and distribution of office supplies for large and small offices.

**Work History**

**Evergreen – EAGLE**

**Executive Assistant to the President ..... 08/02/11 to Present**

- Assist the President of EAGLE with all administrative duties; travel, meetings, memos, emails, calendar appointments.
- Being in this position means I have an excellent understanding of keeping information confidential.
- Scheduling interviews for new hires and arrange travel to Corporate office
- Coordinate, and arrange all travel for the entire company.
- On call 24/7 for emergency travel, questions or changes.
- Prepare memos, emails, policies, schedule meetings, and create power point presentations for Evergreen management meetings.
- Answer all phone calls for the company.
- Assist where I can with answering customer or fellow employees questions and or transfer to appropriate person.
- HR duties as assigned; new hire paperwork, orientation, termination paperwork, processing time off requests, handle interoffice personnel issues.
- Assemble presentations, set up projector, and distribute presentations and sales/marketing materials to all Regional Sales Directors.
- Field calls and emails of leads to the V.P. of Sales & Marketing
- Prepare and ship Christmas gifts for customers (150+)
- Order all laptop, cell phones, company credit cards, business cards, and office supplies

**State of Oregon..... 01/24/11 to 06/30/11**

**Legislative Session Committee Assistant ..... Supervisor: Patsy Wood (503) 986-1474**

- Coordinate and record committee meetings
- Prepare official committee records; track the progress of bills
- Provide information to legislators, staff, lobbyists, and the general public
- Notifies interested parties, arranges for invited testimony and coordinates witness presentations including use of electronic media e.g., Power Points, DVDs, teleconferencing, etc.
- Controls sound system and Web Audio which broadcasts and records meeting proceedings
- Transcribes, edits and finalizes written record of proceedings (recording log) and exhibits for archival

**Holiday Retirement..... 09/26/08 to 08/20/10**

**Administrative Support Coordinator (on lay off list)..... (503) 370-7030**

- Provide Administrative, and clerical support to the Director of Procurement Services and procurement department. Attention to detail in composing, typing and proof reading materials
- I compiled cost analysis and cost savings reports in fleet and travel category management

- Using Access database daily, I verified contract pricing checking codes, pricing.
- Create and maintain excel spreadsheets using formulas, conditional formatting, importing and exporting data, and many other features of excel
- Receive, and resolve complaints from residents, meet weekly with team members to follow up
- Assist with special projects as assigned
- Establishing priorities, managing time, and meeting deadlines
- Initiate bid process, collect bids, submit report to management for best vendor

**CEMEX USA ..... 08/30/07 to 09/26/08**

**Accounts Payable (scheduled lay off) ..... (503) 585-5911**

- SAP program - Issue purchase orders
- Process and verify accuracy of all electronic uploads and payments.
- Process special payment requests, as needed.
- Run appropriate Accounts Payable daily, weekly, period and year-end processes and reports.
- Perform multiple functions within the department i.e. data entry; PO entry; employee expense reports; invoice verification; invoice coding; establishing new vendors, requesting check runs, coding invoices and purchase orders to be paid with GL information. Troubleshooting invoice discrepancies with vendors
- Ordering, receiving, stocking and distributing of office supplies
- Responsible for answering incoming calls, directing calls to appropriate employees and plants, distributing mail and correspondence
- Receptionist coverage for front desk

**Signature Flight Support ..... 08/30/06 to 08/18/07**

**Customer Service Manager (relocated to Oregon from Boston)..... (617) 567-8015**

- Manage and direct personnel engaged in providing a variety of service requests and problem resolution.
- Comply with Company policies and procedures related to customer service standards, ramp, safety and security procedures.
- Respond to service irregularities and recommend corrective action.
- Meet, greet and assist customers with all travel arrangements
- Perform human resource actions; interviewing, hiring, scheduling, training, disciplining employees, employee meetings and shift briefings
- Monitor performance of Customer Service Representatives to ensure technical accuracy, demeanor and adherence to Company policies and procedures.
- Coordinate customer events
- Purchase uniforms, promotional items and office supplies. Perform other duties as assigned.
- Attend work tradeshows, conferences, and other company functions such as Super Bowl, and the NCAA Final Four
- Responsible for general administrative support in the areas of customer service, travel arrangements, arranging meetings, scheduling phone conferences and ordering department supplies.

**Air BP ..... 10/01/04 to 08/03/06**

**Commercial Services Coordinator (relocated to Boston) ..... (800) 752-9220**

- Manage daily operations of reseller accounts, including dispatching orders, invoicing, pricing letters and completing customer set ups.
- Communicate with customers regarding concerns and questions. Use best practice methods to maximize company profits and minimize risks.
- Billing customers
- Work with multiple departments to insure knowledge of fuel inventory levels
- Create and maintain excellent relationships with customers, suppliers, and agents
- Make fuel arrangements with customers and into plane agents
- Assure new accounts are established in databases accurately and timely
- Determine ways to increase efficiencies and streamline operational day to day functions

**Oregon Department of Revenue ..... 06/30/97 to 09/30/04**

**Office Specialist 2..... (503) 945-8214**

- Researching and analyzing different accounts in order to determine accurate payment processing
- Apply payments for current and prior year taxes for all programs.
- Independent decision making
- Individual judgment to apply payments according to state laws, rules and regulations

- Contact taxpayers and employers in writing, phone or fax using courtesy, good judgment and proper spelling and punctuation.
- Verify and correct discrepancies on accounts, checks and documents
- Issuing refunds on overpayments of accounts
- Document on customer accounts
- Review tax returns for mathematical accuracy
- Respond to inquiries about specific programs and services the department provided
- Sending out applications for licenses and reviewing them once received back
- Schedule appointments for meetings, taking and distributing meeting minutes
- Maintain confidential information