

Heather Nelson Silverman

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SUMMARY

I am seeking a position that will utilize my strong customer service and management background. I have 13 years of oversight experience, excellent communication skills and a strong work ethic. I have experience running an efficient office while supervising others. I am a dedicated, motivated, and well organized professional who will do whatever it takes to get the job done. I have a wide range of technical skills with a variety of software applications, including QuickBooks, MS Office Suite, AS-400 Account Management Software, and ASC POS Sales System Software.

AREAS OF EXPERTISE

Management

- Contributed to Launch and Learn program for QuickBooks 2010 Advantage Plan.
- Became New Hire Sales Mentor to assist in training of new staff members.
- Recruited, hired, and trained many quality employees in a staff of 35.
- Assisted in developing and implementing a new physical inventory counting system.
- Fielded administrative questions for other managers.
- Increased sales to 15 percent over previous year's sales.

Accounting

- Calculated and scheduled payroll on a biweekly basis based on projected and actual sales.
- Prepared bank reconciliations and weekly and monthly payroll.
- Responsible for financial accounting and reporting of weekly store sales.
- Performed billing and invoicing for complex corporate accounts.
- Reconciled and applied payments to customer accounts.

Customer Service

- Skilled at identifying customer needs and providing complete service.
- Received the "Integrity" award from Sutherland Global Services, demonstrating leadership in customer service and professionalism.
- Recognized by management for the highest 4th Quarter Customer Satisfaction Scores 2011.
- Oversaw customer interaction and sales.
- Primary contact with vendors regarding outside repairs and special orders.
- Fielded customer concerns regarding billing and service issues.

WORK EXPERIENCE

Training/Coach Intern	Sutherland Global Services	Rochester, New York	July 2011 – Present
Intuit QuickBooks Agent 2011	Sutherland Global Services	Rochester, New York	November 2009 – July
Front Desk Administrator 2009	Cornell's Jewelers	Rochester, New York	June 2004 – April
Assistant Store Manager	Build-A-Bear Workshop	Victor, New York	May 2002 – May 2004
Billing Clerk 2002	Upstate Disposal Services	Rush, New York	February 2001 – May
Store Manager 2000	World of Science, Inc.	Rochester, New York	August 1999 – September

EDUCATION

Graduate Gemologist 2007	Gemological Institute of America	New York, New York	November
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Certified Sales Associate	American Gem Society	Las Vegas, Nevada	October 2005
Bachelor of Science	Cornell University	Ithaca, New York	January 1995

REFERENCES AVAILABLE UPON REQUEST