

Gina Gilsdorf

Skilled Administrative Professional

Kingman, AZ 86409

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815-325-7533

Dynamic, enthusiastic and experienced Administrative Professional focused on proficiency with an outstanding record of success in a corporate and small office atmosphere.

Ability to deliver high-quality service utilizing organizational and leadership skills with initiative and a commitment to attain objectives and goals.

Quickly adapt to change and eager to undertake a new challenge to achieve optimal levels of personal and business performance and accomplishment.

Skilled in managing, analyzing and prioritizing multiple projects while maintaining accuracy, quality and problem resolution skills.

Display excellent intuitive judgment with proven competence in working with others in a team effort in fast-paced environments

Work Experience

Fund Disbursement Manager

BENEFITS OFFICE - Forest Park, IL

2011 to Present

Serve on point focusing on relevant issues constantly striving to strengthen and refine professional effectiveness. Ensure issues are handled promptly and accurately and in compliance with policies and procedures.

- With strong attention to detail, formulate, create and process contractor reports and collections; maintain database for rates, contractors and members.
- Increase efficiency as contractor coordinator maximizing time effectiveness with high quality service.
- Ensure needed support for smooth operations of daily and monthly bookkeeping functions.
- Collaborated with key personnel on a software conversion to streamline benefit process operations; continue to ensure cost effective solutions and high yield results.

Customer Service/Office Clerk

AIR COMFORT SOLUTIONS - Moore, OK

2010 to 2011

Created and maintained high levels of efficiency and productivity and enhanced and supported a cohesive and efficient office environment.

- Provided superior quality customer service with maximum emphasis on problem resolution.
- Maintained strong-multi-tasking skills, prioritizing general office tasks as assigned.

Customer Support

MODULAR SERVICES COMPANY - Oklahoma City, OK
2009 to 2010

Dedicated to meeting expectations and requirements of internal and external customers and assist with total customer service satisfaction.

- Prepared quote requests and processed customer orders.
- Collaborated with internal and external personnel regarding product changes and defective or unacceptable parts taking corrective action as required to maintain company's high standards.
- Managed problem tracking database resolving post product shipment issues; packaged and shipped relevant parts.

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- Career Progression (Cont.)

Administrative Secretary

ARGONNE NATIONAL LABORATORY
2007 to 2009

Demonstrated in-depth skill set including customer relations, administrative support, work flow processes and ability to thrive in a demanding environment to ensure continuity in business operations. Supported Division Management and sub-group.

- Coordinated and finalized foreign and domestic travel requests and forms.
- Maintained product quality preparing and submitting technical publications for clearance.
- Utilized work strategies to track attendance and vacation requests.

Customer Service

ARGONNE NATIONAL LABORATORY
2006 to 2007

Met organization's objectives and interests to establish best source, materials and supplies. Quickly adapted in a changing fast-paced environment utilizing outstanding communication skills to build rapport with clients to produce a positive impact.

- Ensured growth of customer relationships and executed customer action plans and program growth.
- Analyzed advantages and disadvantages of vendors and contract terms choosing best timing and budget options.
- Fostered a respectful environment for both customers and team members providing high quality service.

Buyer

PANDUIT CORPORATION
2003 to 2006

Achieved bottom-line results utilizing organization, communication and interpersonal skills in a timely manner.

- Prepared purchase orders and bid requests; purchased assigned commodities/categories based on demand and material requirements planning (MRP).
- Maintained product quality keeping abreast of product standards and establishing sound vendor relationships; analyzed vendor invoices and evaluated quantity; facilitated corrective actions as required.
- Organized records and files of purchases, shipments and related matters.

Executive Assistant/Administrative Assistant

PANDUIT CORPORATION
1999 to 2003

Provided general administrative/secretarial support to Division Manager and various departments to produce high quality results and support company success and growth.

- As Division Procedure Coordinator maintained written copies of division procedures to ensure regular review for accuracy and according to ISO9000 standards.
- Compiled and analyzed data to formulate reports, charts, graphs, tables and presentation materials.
- Administered and maintained various departments' record keeping systems.

Education

High school diploma

Clackamas High School - Milwaukie, OR

Some college in General studies

CLACKAMAS COMMUNITY COLLEGE - Oregon City, OR

Skills

- Office Administration
- Procurement
- Purchasing
- Sourcing
- Microsoft Office
- Data Entry
- Bookkeeping
- Secretarial
- Pricing
- Data Analysis
- MRP
- Supply Chain
- Production Management
- Supply Chain
- Pricing
- MRP
- Data Analysis