

# Mark Manzella

Amherst, NY 14226

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716-248-5034

## Work Experience

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### **Accounts Payable Specialist**

National Fuel Gas Company - Williamsville, NY

January 2013 to Present

Input invoices and correct accounting to create checks.

Create files for check runs and print and mail checks. Send files to the bank after the check run.

Call vendors for invoices, and to correct and update information on invoices.

Create vouchers for invoices to set up for payment.

Create spreadsheet for purchasing department for vendor bids, which are monitored by the Audit Department.

### **Customer Service Representative**

National Fuel Gas Company

February 2008 to January 2013

I answered phones to help customers with their gas bills, which include: billing, open and closing customer and commercial accounts.

I handled emergency calls when there is any type of gas leak.

I was a CSR supervisor, which included: handling escalated customer calls to either resolve billing or scheduling conflicts in regards to their accounts, or gas meter issues.

I handled the book keeping on customer and commercial accounts, which included: correcting errored out gas orders, and meter issues which could affect billing.

### **Claims Service Representative**

Geico Insurance Company

February 2007 to January 2008

for Automotive, and Personal

Watercraft

I answered phones and handled all Auto claims for 13 States, which included: updates on customer and commercial policies. Adding vehicles, changing coverages, and upselling for Umbrella Policies.

## Education

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### **Certificate in Accounting**

Erie Community College North Campus

2004

### **Diploma**

Kenmore East Senior High School - Town of Tonawanda, NY  
1990

## Skills

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- Accounts Payable
- AP
- Invoice
- Accounts Receivable
- Journal Entries