

Sarah Williams

Bingham, IL 62011

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217-416-0237

To obtain an Office position within an organization that utilizes my managerial experience, customer service, bookkeeping, clerical and computer skills to enhance office efficiency and productivity.

Work Experience

Office Secretary (As needed)

Dale Williams Trucking, Inc - Fillmore, IL

2015 to Present

- Answering and directing telephone calls
- General insurance
- Dispatch to appropriate route area
- General filing / faxing / scanning
- Scheduling of trucks based on client need
- Approving ticket totals
- Data Entry
- Log employee payroll

General Manager

Illinois Clippers - Litchfield, IL

April 2001 to May 2015

- Responsible for accounts payable, accounts receivable, payroll, 401K, insurance
- Responsible for handling customer complaints
- Managed and maintained 75 employees and employee-related issues
- Knowledge of State and Health Regulations
- Implemented new marketing strategies and Community Relations
- Computer programming and installation of new computer systems
- Scheduling, ordering supplies, maintaining accurate files
- Review Schedule and Coordinate appropriate Salon needs
- Generated and Analyzed salon reports
- Schedule contract employees as needed
- Answering telephone and scheduling appointments

Education

License in Cosmetology

Dorothy Chrysler School of Beauty

2000 to 2001

Office Technology

Lakeland College

1996 to 1998

Skills

- Microsoft Office (10+ years)
- Faxing / scanning (10+ years)
- Email Marketing (10+ years)
- Typing (10+ years)
- Customer Service (10+ years)
- Customer Relationship Management (10+ years)
- Customer Retention (10+ years)
- Accounts Payable
- Billing
- Data Entry
- Microsoft Excel
- Payroll
- Quickbooks
- Receptionist
- Scheduling
- Outlook
- Office Management
- Bookkeeping
- Human Resources
- Accounting
- Word
- Accounts Receivable
- Marketing
- Schematics

Awards

Corporate Awards

Multiple salons awards for customer growth, sales volume growth, retention

Certifications and Licenses

Cosmetologist

January 2001 to September 2019

Driver's License

Additional Information

Special Skills

- Excellent Customer Service and Communications Skills

- With over 15 years' Experience in Public Service Industry, the Customers' satisfactions is highly valued.
- Effectively managed and retained 75 employees within 11 salons.
- Worked as part of a team within each salon as well as within the Company to integrate the Company's' Mission and Vision.