

# Sheryll Gamboa

Artesia, CA 90701

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(404) 862-5990

Authorized to work in the US for any employer

## Work Experience

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### **Accounts Receivable Clerk**

Shoezoo LLC - Carson, CA

January 2018 to September 2018

Duties and Responsibilities:

- Monitored client accounts for non- payment and delayed payment.
- Maintained accounts receivable customer files using excel worksheet.
- Prepared Bank deposits and posted cash receipts.
- Performed follow up calls on past due accounts and emailed reminders.
- Ensured completion and reviewed all balance sheet reconciliations
- Summarizes receivables by maintaining invoice accounts and preparing reports.
- Conducted invoicing/billing statements
- Investigated and resolved customer queries.

### **Customer Service Representative**

Shoezoo LLC - Carson, CA

August 2014 to January 2018

Duties and Responsibilities:

- \* Handling four accounts such as eBay, Walmart, Buy.com, and Sears;
- \* Resolving customer issues and complaints through phone and emails;
- \* Downloading and printing online orders using Magento software;
- \* Do shipping labels for domestic through FedEx website;
- \* Preparing reports of Cybersource every end of the month;
- \* Processing customers returns, refunds and exchanges;
- \* Helping on Amazon account when needed;
- \* Filing traces of lost packages

### **Customer Service Representative**

Infinity-Micro Computers, Inc - Los Angeles, CA

August 2007 to January 2014

Duties and Responsibilities:

- \* Handled customer inquiries and requests regarding billing and shipping address;
- \* Resolved customer issues and complaints;
- \* Verified and validated credit card transactions to avoid fraudulent charges by communicating with issuing banks and customers;
- \* Performed price checks on products using FileMaker Pro software;
- \* Monitored competitors' prices daily on Google, Buy, and Pricegrabber;

- \* Downloaded and printed online orders using Filemaker Pro software;
- \* Did shipping labels for international, domestic and commercial invoice through FedEx and UPS;
- \* Prepared and mailed out invoices to customers for shipped products;
- \* Created spreadsheets and prepared reports of Recycling Fees submitted to Board of Equalization every year end;
- \* Provided assistance to Accounts Receivables person:
  - Generated Reports on outstanding accounts receivables;
  - Made collection calls for maturing and past due accounts;
  - Generated Statement of Accounts for past due invoices and sent them out to customers by mail, fax or email;
- \* Provided assistance to Accounts Payable:
  - Opened and sorted mail according to priority incoming bills;
  - Examined vendor invoices as to correctness and accuracy, matched vs. issued purchase orders, calculates rebates and/or discounts due;
  - Submits to Accounts Payable person for checking invoices ready for payment

## **Secretary**

Electrical Products Systems

June 2002 to June 2007

Duties and Responsibilities:

- \* Answered, screened and transferred inbound phone calls;
- \* Received and directed visitors and clients;
- \* Opened, sorted, and distributed incoming correspondence;
- \* Signed and distributed deliveries of various products from suppliers;
- \* Maintained office supply inventories and coordinated maintenance of office equipment;
- \* Scheduled and coordinated office activities, appointments and meetings;
- \* Prepared routine correspondence and reports;
- \* Compile priced information of products sold

## **Beeper Service Specialist**

TELSERV - Manila

May 1998 to May 2002

Duties and Responsibilities:

- \* Answered calls for recording and message delivery to beeper customers;
- \* Directed customer queries to appropriate department;

## Education

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### **Bachelor of Science in Commerce**

Lyceum of Batangas

## Additional Information

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A well rounded Administrative Assistant, with experience in basic Accounts Receivables and Accounts Payable, proficient in MS Word, MS Excel and Outlook.