AMY PIPER

amylpiper@outlook.com | (208) 437-1785

PROFESSIONAL

SUMMARY

Highly ambitious Assistant with more than 13 years providing results-oriented leadership, workflow analysis, project management and everything in between.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| SKILLS |  | Administrative Support | Accounting Familiarity |  |
|  |  | Spreadsheets | Credit and collections |  |
|  |  |
|  |  | Operations Support | Recordkeeping |  |
|  |  | Relationship Building | AP/AR proficiency |  |
|  |  | Document Control | Customer relations and |  |
|  |  | Project Support | communications |  |
|  |  | Verbal and written | Data entry |  |
|  |  | communication | Product and service |  |
|  |  | Issue Resolution | knowledge |  |

WORK HISTORY ***Office Manager*** 06/19-Current $20/hr

*\* Ascot Fence \**

* Managed CRM database, including troubleshooting, maintenance, updates and transfers
* Handled incoming business and client requests for information
* Improved office operations by automating client correspondence
* Created and finalized contracts with potential clients
* Filed 811 reports needed for city/county compliance in a timely manner

***Operations Assistant*** 09/19-03/20 $15/hr

\* *A Type Data/Dope Marketing* \*

* Developed and updated spreadsheets and databases to track, analyze and report on performance and sales data.
* Drafted professional memos and marketing copy to support business objectives and growth
* Identified and recommended changed to existing processes to improve accuracy, efficiency, and quality service
* Managed CRM database
* Prepared customer invoices and processed incoming payments using Stripe.
* Designed customer yard signs and landing pages using Canva and Unbounce respectively.

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WORK HISTORY

Continued

***Director of Scheduler Relations*** 07/14–03/19 $17.50/hr

*\* Milrich Associates, LLP \**

* Developed spreadsheets to collect and compile key metrics
* Prepared detailed weekly reports to update project specifications, progress, identify conflict, and promote efficiency
* Evaluated employee skills and knowledge regularly, providing hands-on training and mentoring to individuals
* Tracked receipts, employee hours, and remaining prepaid client hours
* Applied strong leadership and problem-solving skills to maintain team efficiency and organize workflows to meet any daily demand
* Served as Subject Matter Expert and Main point of contact for all Schedulers.

***Accounting Assistant*** 04/07-09/13 $16.85/hr

*\* Helly Hansen US Inc \**

* Reconciled multi-country accounts, including credit cards, employee expenses, and commissions.
* Posted all Accounts Receivables for US and Canadian branches
* Maintained accurate and complete documentation for all financial department procedures.
* Streamlined Accounts Receivable by implementing a 100% paperless process, saving money, space and increasing efficiency
* Communicated with customers and suppliers to reconcile invoices

|  |  |
| --- | --- |
| EDUCATION | Fergus Falls Community College  – Fergus Falls, MN |
|  |  |

REFERENCES Sarah Lampe 909-294-5031

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