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## OBJECTIVE:

I am a happy, kind and committed team-player looking for a stable employment opportunity to spend the next 20 years growing your business. I am versatile, focused, detail-oriented and thrive in a fast-paced environment. "If I don't know it, I'll learn it!" is my motto.

## EMPLOYMENT HISTORY:

Dunne Wright Services, LLC.  
Baltimore, MD

March 2021 - Present

Service Coordinator - manages service calls for approximately 800 properties, scheduling walk-through's, customer services, follow-up calls, vendor scheduling, vendor invoices, technician invoices, fleet management, processing proposals, liaison for owners and tenants.

Supreme Service Today, LLC.  
Baltimore, MD

March 2019 - February 2021

Service Coordinator/Dispatcher/Bookkeeper– Managing HVAC and plumbing technicians, Customer Service, On-Call, Billing, Invoicing, Ordering parts/equipment, Project / Maintenance sales, Maintenance set-up, Collections, Deposits, Reconciliations of vendor statements, Matching jobs with technicians, Follow-ups.

Schmidt Mechanical Services, LLC  
New York, NY

January 2017 – February 2019

Service Coordinator/Dispatcher – Dispatching technicians/installers, Project coordination, subcontractor coordination, Analyzing reports/profitability schedules, Project/maintenance sales, Strong customer service, Collections, Correspondence, Close week-end, Liaison for technicians with management, Safety Tool-box talk meetings, Processed recommended proposal, Ordering parts/equipment. Processing change orders.

Singh Investment Group, LLC  
Danbury, CT

February 2010 – December 2016

Office Manager/Bookkeeper – Responsible for Accounts Payable/Accounts Receivable transactions utilizing QuickBooks. Managed payments from all rental properties. Invoiced different job sites utilizing QuickBooks and posted all payments. Dispatching cleanup crews. Bank deposits and reconciliations. Collection calls. Filing. Scanning. Personal Assistant to the owner. Scheduled environmental testing at job sites.

Coordination with Project Managers. Answering phones. Maintain vehicle files, new registrations, tags and titles. Set up new suppliers, vendors and customers. Year End closing. Start-up of new business ventures.

Singh Psychiatric Services, LLC

Danbury, CT

February 2010 – December 2016

Office Manager – Perform routine administrative and medical administrative tasks. Answer phones, schedule appointments, collect co-payments, referrals, prior authorizations. Check patients in with the doctor. Responsible for Accounts Payable/Accounts Receivable transactions utilizing QuickBooks, Bank Reconciliations. Collection Calls. Credentialing Doctors/Therapists. Update Doctors/Therapist state licenses.

Hanover HVAC and Plumbing, LLC

Brooklyn, NY

June 2007 – January 2010

Office Manager – Responsible for all Accounts Payable/Accounts Receivable transactions. Processed weekly payroll for 50+ employees. Managed office staff. Processed monthly bank reconciliations. Responsible for upselling and scheduling 300 service contracts (which represents 50% of the company client base). Dispatched servicemen. Scheduled client appointments. Ordered parts – backorder follow-up. Responsible for all on-call emergency issues after hours.

New York's Moving and Storage

Brooklyn, NY

April 2006 – June 2007

Customer Service/Administrative Assistant – Maintained daily move schedule. Calculated work hours for crew members. Processed customer invoicing and monthly account reconciliations. Acted as customer liaison, fielding questions and complaints. Established and maintained account database.

## SKILLS AND QUALIFICATIONS:

- Proficient in QuickBooks
- Efficient in MS Word, Excel, PowerPoint and Publisher
- Knowledgeable in ServiceMax
- Qualified in NaviNet, D-Map, AIScripts, authoring medical insurances
- Comfortable working with JD Edwards
- Dispatching and logistical directions
- Attention to detail
- Human resource/customer service experience
- Bookkeeping certificate
- Good eye for detail; well organized, skilled in setting priorities
- Resourceful and self-confident
- Strong analytical, writing and research skills
- Equally effective working independently and in cooperation with others

**VOLUNTEERISM:**

YMCA Center for Development (arts & crafts, clean-up)

PTA- Treasurer – Overseer of fundraising events. Reconciliation of monthly bank statements.

**REFERENCES:**

Professional and Personal available upon request