

Administrative Professional

Erina0274@gmail.com
702-688-3933

Henderson, NV

Erin
Allen

Professional Summary

As an administrative professional for over 20 years, I have had the opportunity to work in many different areas of business administration helping me to obtain a vast array of skills and knowledge. From C-Level Administrative support to Office Management and Accounting my experience enables me to provide exceptional support at the Executive level and provide affective and productive management of office functions and personnel. With a great understanding of general business practices, knowing the importance of discretion and professionalism, along with being a team player and goal oriented I would be a valued and experienced addition to the team.

Skills

Software

- Microsoft Office
(Excel Word, Outlook, etc.)
- QuickBooks Pro, Online, & Enterprise
- Gusto HR & Payroll platform
- Homebase Employee Scheduling platform
- Adobe
- Windows

Accounting

- Accounts Payable
- Accounts Receivables
- Accrual Accounting
- Account Reconciliation
- General Ledger
- Journal Entries
- Debits & Credits
- Financial Reports
- Transaction coding

Human Resources

- New employee on boarding
- Employee timesheet and attendance management
- Payroll preparation
- Benefits and wage support
- Records and data base management
- Governmental compliance management

Administrative

- Communication facilitation
- Calendar and scheduling management
- Office Management
- Research and analysis
- Special Event planning
- Report, document, and presentation preparation
- Licensing & regulatory compliance
- Data Entry
- Administrative support at Executive level

Qualifications

- Ability to use critical thinking in the analysis of a situation and/or obstacle
- Problem solver, adaptable, and resourceful
- Collaborative
- Broad knowledge of general business practices
- Extensive understanding of the importance of exercising discretion, professionalism, and confidentiality
- Highly organized

Experience:

The Estate of Patch Donnellan **Staff Manager / Personal Assistant** **Jan. 2021 - Current**

In my position, I provide assistance to the estate fiduciary by overseeing the day- to- day operations and needs of the principle in support of the agent. My primary duty is to govern the financial needs and obligations of the estate. In addition, I implement all special projects, secure outside services, and coach and mentor the health care staff. The functional duties for these responsibilities include:

- Verifying and processing payroll,
- Provide staff schedules
- Determine job duties for individual positions
- Recruit, supervise, and support the care provider to ensure that they have the information and tools required to provide the principle with the highest level of care and assistance possible.
- Verify and approve all expenses,
- Accounts Payable
- Record all financial transactions
- Reconcile all bank accounts and credit cards monthly
- Organize and mobilize any special projects
- Research and secure outside services to ensure upkeep of property.

H & E Equipment Services

Rental Coordinator 09/2015 -12/2015

Service Dispatcher 03/2020 -12/2020

In my position as a **Rental Coordinator**, I facilitated the rental of heavy equipment. The functional duties I performed in this position included:

- Customer service
- Reserving requested machines,
- Scheduling delivery / pick up
- Creating / closing contracts
- Processing credit card payments and preparing and processing monthly billing,
- Verified insurance requirements
- Provided support to sales representatives with fulfilling customer orders
- Data entry

In my position as the **Service Dispatcher**, my primary duties were receiving and scheduling calls for service along with directing the daily schedules of the mechanics, and initiating service on all returning rental equipment. The functional duties for this position included:

- Receiving, processing, and scheduling field service requests from customers renting equipment
- Scheduling field mechanics for service calls
- Issuing and creating work orders for field service calls to mechanics
- Dispatching mechanics to service calls and tracked their repair time duration and travel movements to ensure best utilization of companies time
- Ordering parts for repairs
- Creating billing invoices for customers
- Assigning in house mechanics returning broken equipment in need of repairs
- Processed credit card payments and created quotes for customer owed equipment repairs
- Tracked parts used by mechanics
- Closed out completed work orders
- Coordinated the exchange of operational equipment for non-operational equipment in the field

Vocatus, LLC DBA Liquor World

March. 2013 – Oct. 2019

Executive Assistant to President **01/2016 - 10/2019**
HR Assistant **04/2019 - 10/2019**
Bookkeeper **01/2016 - 04/2019**
Cashier **03/2013 - 12/2015**

In my position as the **Executive Assistant**, I worked as the right hand to the President and represented the company in his absence. I over saw the day to day functions and needs of the Executive Office ensuring that the administrative operations were executed at the highest level enabling the Executive team to focus their time and talents on the area's most beneficial to the company. The functional duties of this position include but are not limited to

- Managed Executive teams calendar and scheduled meetings , appointments, and business social events for the President
- Arranged travel transportation and accommodations
- Planned and executed special events
- Performed research and provided data for special projects, new business ventures, and expansion initiatives
- Secured proper licensing and maintained annual governmental compliance requirements for business licensing
- Provided and obtained all required information and documentation for new business partners and /or collaborations
- Composed and distributed all intercompany memos, policy and procedure updates, and announcements from the Executive office.

- Facilitated all communication for the Executive team
- Updated and distributed new administrative and executive support policy and procedures
- Collaborated with the Executive team on policy changes, operational needs, and personnel management.
- Secured all operational and licensing needs for new company locations
- Acted as the gatekeeper to the President to ensure efficient time utilization.
- Created and maintained original and digital databases for reports, records, and company documents.
- Supervised administrative staff
- Worked with company attorneys in communicating and initiating legal needs and requests for counsel by the President.

In my position as the **Bookkeeper** at Vocatus, LLC I was responsible for coding and posting the daily financial transactions for 6 separate entities along with implementing new company policy and procedures for cashiers and store personnel. The functional job duties for this position included but were not limited to

- Accounts payable
- Accounts Receivable
- Coding of transactions
- Credit card reconciliation
- Bank account reconciliation
- Journal Entries
- ATM Reconciliation
- Change and cash orders
- Cash audits
- Drawer discrepancy research
- Internal audits
- Financial Report preparation
- Creating and instituting cash handling policies and procedures