

Chandra Vieng

Accounting and Finance

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Obtain a position as a team player in a people-oriented organization where I can maximize my customer service experience in a challenging environment to achieve the corporates goal.
Authorized to work in the US for any employer

WORK EXPERIENCE

Test and Inspection Scheduler

Mammoth Fire Alarms - Lowell, MA - April 2014 to Present

Responsibilities

Answers all incoming calls and emails as needed. Bill out the the service work on a daily basis. Review all field service Reports and test reports before billing. After reviewing all paperwork must be moved to the appropriate folders. Call customers to schedule the test and inspection. Schedule technicians to the appropriate sites and make all paperwork for technicians with the correct information needed for each site visits. Invoice paperwork to each customers. Update all database with the correct information after each inspection is done. Set-up all new contracts for each site with the correct contract price and locations. Add new contracts to system and make necessary phone calls to gather all information as needed. Send out cancellation letters to customers that are past due or has new property management company.

Accomplishments

Each month has a set goal we will need to reach in the service department. All test and inspection must be tested accordingly with the appropriate time. Depending on my many devices and at each locations and which technicians to send. Must use GPS to match up with all field service reports and see if its profitable to the company. Billing out on a daily basis so customer can get all paperwork and invoices needed within 5 to 7 business days. Must work around customers schedule including all emergency calls. Meeting the requirements for each monthly goals is very important for the company business.

Skills Used

I've demonstrate different skills while working in this position. Must be professional and multitask at the same time. Must get back to customers at a timely manner and schedule around the customers request to keep customers satisfied. Organization is the key to multitask and get all work done accordingly by replying to all customers, scheduling, billing, invoicing and reaching the monthly set goals for the company. Willingness to learn is also important I've used 3 different software in the service department. Its very important to work as a team and keep everyone in the department up to date with all calls especially emergency calls. I've proven my work skills by reaching the monthly set goals each month.

Caretaker

Northeast Arc - Lowell, MA - September 2013 to April 2014

Monitor the medical condition
Administer medications
Bathing and meal preparation
Household chores
Errands outside of the home

Produce Clerk

Market Basket - Lowell, MA - 2007 to 2013

Fulfill Customer needs

-Package products with care

-Put products out and rotate

-Keep work station clean and organize

Cashier

McDonalds - Lowell, MA - 2005 to 2007

Take customers order

-Handle items with care

-Work fast and efficient

-Keep work station clean

EDUCATION**Undergraduate in Business Administration of Accounting**

Middlesex Community College - Lowell, MA

2010 to 2013

Computer Application

Lowell High School - Lowell, MA

2003 to 2007

ADDITIONAL INFORMATION

-Bi-lingual (English and Khmer)

-Excellent Attendance

-Organizational Skills

-Time Management Skills

-Work as Team Player

-Willing to learn