

# Amber Eagle

## ADMINISTRATIVE/ACCOUNTING ASSISTANT



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720-581-1480



848 S Dexter Street Unit 210, Denver, Colorado 80246

### Skills

- Exhibits developed communication and conflict resolution skills.
- Able to demonstrate a sense of urgency in a busy, fast paced environment.
- Intermediate skills using Microsoft Office programs.
- Strong organizational and time management skills.
- Possess the ability to build productive relationships, resolve complex issues, and use active listening skills.

### Awards

#### All-Star Award

**Nordstrom FSB** *2008-05-21*

Chosen to be an All-Star recipient, the highest award given to representatives who consistently exceed department standards.

### Summary

- 8 years of administrative experience.
- 14 years of customer service experience working in fast paced environments, supporting a diverse range of clients,

### Experience

#### Administrative and Accounting Assistant

**Jviation** *Jun 2017 - Oct 2022*

- Responsible for processing and entering vendor invoices for payment.
- Creating and maintaining spreadsheet tracking all incoming checks from both vendors and customers.
- Assisting Controller with expense report and bank reconciliations.
- Researching discrepancies in employee expense reports and bank statements.
- Aided in maintaining spreadsheets to track employee company-issued credit card usage.
- Preparing checks and EFT transfers to pay vendors and employees for reimbursements.
- Scanning, uploading, and organizing contract files within network folders as needed
- Assisting employees with travel arrangements as needed.
- Helped administrative team manage both inbound and outbound mail distribution.
- Assisted administrative team by filling in at the front desk while the receptionist was away by greeting visitors, answering inbound phone calls, scheduling meetings and taking supply inventory and ordering.

#### Administrative Contract Specialist

**All Copy Products** *Sep 2016 - Jun 2017*

- Responsible for processing and submitting equipment sales and leasing contracts for credit approval for sales representatives.
- Creating and maintaining internal customer billing contracts.
- Assisting sales representatives in preparing sales and leasing quotes, obtaining internal and external invoices, and answering general questions in regard to customer contracts.
- Helped in maintaining spreadsheets to track current and upcoming lease funding.
- Applied funding from leasing companies for both equipment contracts and sales representative commissions.
- Preparing checks to pay leasing companies and customers as needed.
- Accountable for answering a department email attribute with procedural questions and research requests from multiple departments within the company.

#### Office Administrator/Vehicle Sales Representative

**Strictly Auto Sales and Service** *Jan 2014 - Aug 2016*

- Responsible for greeting customers, answering general questions, checking

in vehicles for service, verifying all contact information, as well as checking vehicles out when service has been completed.

- Answering incoming customer and vendor calls to schedule service appointments, inquiries on vehicle sales inventory, price quotes on vehicle services, taking credit card payments, and setting up vehicle pick up after business hours.
- Conducting outbound calls to vendors to schedule services.
- Assisting in employee payroll processing and basic accounting for both sales and service.
- Taking weekly inventory of office supplies and vehicle sales forms, placing orders for needed items.
- Accountable for maintaining business website with current information.
- Preparing all vehicle sales and title documents.
- Preparing checks when purchasing used vehicles.
- Submits titles and transfer documents to local DMV, other dealerships, and banks/credit unions.
- Creating, updating, and maintaining a database of customers looking to purchase vehicles from the business, while also contacting these customers when a vehicle matching their criteria is available.
- Creating and distributing faxes, packages, and mail as required.
- Responsible for making bank deposits, withdrawals, and wire transfers when necessary.

### **Process Design Analyst**

**Nordstrom FSB** *Aug 2012 - Dec 2013*

- Collaborated with several departments across Nordstrom to create and design system enhancements.
- Worked closely with bank operational areas as a project facilitator.
- Analyzed current bank procedures to find opportunities for more efficiency.
- Actively identified trends within the credit operational areas.
- Responsible for creating and distributing memos for bank wide procedural updates and changes.
- Accountable for running and reporting on a department mailbox for the business to ask procedural questions and to research system issues.
- Maintained procedural manuals for three separate departments as needed.

### **Customer Service Representative**

**Nordstrom FSB** *May 2006 - Jul 2012*

- Provided service to credit card holders regarding inquiries, maintenance, credit limit increases, interest rate changes, billing, payments, disputes, and financial adjustments via phone.
- Receiving phone requests from Nordstrom stores to process new credit card applications, sale referrals and authorizations, looking up account numbers, and reviewing past Nordstrom purchases.
- Assist potential credit card holders in processing applications directly over the phone.
- Reviewing accounts for potential fraud, as well as calling customers when potentially fraudulent activity is detected.
- Selected by management to write original letters for the department when needed. Worked closely with an internal legal department to ensure all original letters meet banking regulations.
- Aiding fellow customer service representatives by answering procedural and training questions.
- Chosen to aid management on incoming phone calls from representatives and stores to a direct phone line for escalated situations.
- Training newly hired representatives, both in a classroom environment and one-on-one while taking incoming phone calls.

## Education

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### Early Childhood Education

**Metropolitan State College of Denver** *Aug 1999 - May 2004*

- Awarded placement on Vice President's List in three semesters for GPA over 3.5; awarded placement on President's List in five semesters for GPA over 3.8.

### Bachelor of Science, Business Administration: Accounting

**Western Governor's University** *Oct 2021 - Present*

- Currently in the second year of the Accounting program. Expected date of graduation is September 2024.
- Invited to join the National Society of Leadership and Success as of December 2022.