

April Gonzales

Thornton, CO 80229

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Work Experience

Order Processor

Manpower - Broomfield, CO

July 2019 to January 2020

Processed orders for various customers throughout US issuing confirmation of completion within 48 hours including specific shipping instructions, purchase order total & any changes including back order information with ETA or part quantity increases due to packaging of multiples vs each.

Collection Investigator

Arapahoe County Probation/Courts - Centennial, CO

November 2013 to November 2017

Conducted face to face interviews with clients to set up payment plans on fines, fees & restitution owed. Built a professional relationship with clients by listening & understanding their life situations & setting payment plans on a sliding scale increased gradually to pay 100% & be successful at completing probation. Also monitored caseload by running monthly reports, data entry, scheduling appointments, verifying income & available assets to enforce collections.

Administrative Specialist I

Arapahoe County Probation Department - Centennial, CO

May 2005 to October 2013

Coded billing using chart of accounts, entered payments to vendors, issued employee reimbursements for travel & training, verified any discrepancies between purchase orders, invoices & shipments received, updated monthly & quarterly budget report to review at management meetings, prepared for end of fiscal year by sending out reminder letters to vendors & employees to have all documentation submitted by Deadline. State Policy allowed us to backdate entries until the 15th of the following month for end of fiscal year budget.

Ordered, purchased & kept inventory of supplies, submitted requests for revisions on State forms to publishers office, placed work orders to maintenance for building issues, responsible for keeping office equipment updated, serviced & stocked.

Assisted with hiring process, screening applicants, scheduling testing & interviews, administering testing, participated on interview panel, set up eligibility list for qualified candidates, organized new employee orientation to include benefit information, tour & activating badges. Liaison for workers compensation claims to be filed, maintained confidential records & followed record retention guidelines.

Awards & Acknowledgements

Acknowledged for collecting highest percentage of money for demographic area with the most poverty. Also recognized for volunteering to go in after hours to finish department move switching phone lines & employee offices to avoid disrupting regular business hours.

Received evaluation as a top performer & earned extra time off along with pay increase.

Education

High school diploma

Thornton High School - Thornton, CO

August 1986 to June 1989

Skills

- Excellent communication skills providing information to employees/clients including employee benefits, new hire orientation, workers compensation claims, requirements & deadlines to submit documentation. Utilized Financial Data Warehouse, COFRS, JETRS & ICON to enter accurate coding & budget information, available to provide customer service in a timely manner.
- Fast Learner
- Microsoft Excel (10+ years)
- Inventory (10+ years)
- Data Entry (10+ years)
- Filing (10+ years)
- Typing (10+ years)
- Organizational Skills (10+ years)
- Microsoft Office (10+ years)