

Ashley Franz

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SKILLS

Invoice and payment transactions
Exceptional organization
Customer-oriented by nature
Payroll administration experience
Accounts payable & Receivable
Excellent Troubleshooting skills
Staffing and staff training

Decision-making without supervision
Clear communication
Reservations and booking
Budgeting and cost control
Operating electric forklift
Leadership experience
QuickBooks Enterprise

WORK HISTORY

Operations Administrative Coordinator | Shamrock Foods Inc.

Denver, CO
September 2019 – April 2020

- Collected drivers pay sheets daily, check for and correct errors, submit to accounting on a weekly basis.
- Keep a daily spreadsheet of physical trailer locations, usage and maintenance. Created monthly "mileage vs. Fuel usage" report to ensure accuracy of truck logs.
- Manage detailed billing spreadsheets – Ensuring company meets target for monthly/yearly budget. Cancel services and contract new vendors. Code all invoices per accounting requirements.
- Coordinate backhauls (pickups) with vendors and shipping/receiving departments. Ensure that pickups and drop-offs run efficiently.
- Prepare 15-20 drivers paperwork and key rings for daily routes. Manage customer account keys.
- Driver dispatcher on Saturdays. Answer dispatch phones and tend to any issues with customers, deliveries, drivers and/or driver equipment and trucks.
- Prescreen resumes per Management standards.

Operations Manager | Action Beverage LLC

Lakewood, CO
February 2013- September 2019

- Conduct physical inventory counts every week.
- Communicate with vendors regarding weekly orders including back order availability, special orders, new products and returns.
- Receive, enter and pay all bills and vendor invoices daily via Quickbooks Enterprise. ● Input all customer orders and schedule pickups for the driver daily.
- Build and maintain customer order guides and company's website.

- Source new products, create marketing emails and special promotions.
- Receive all phone calls, faxes and e-mails and reply in a professional and timely manner.
- Create custom pricing and find products requested by potential new customers.
- Receive all customer payments (Cash, Check or Credit Card) and process and send out past due reminders.
- Establish a QuickBooks accounting system to reflect accurate financial records which were verified and reconciled daily.
- Interview and hire new staff and scheduled contract labor efficiently.
- Managed semi-monthly payroll, workers compensation, liability insurance, and audits
- Operated Electric forklift to load and unload trucks on a daily basis.

Appointment Setter/ Receptionist | Airtite

Scranton, PA

March 2011-December 2012

Appointment Setter:

- Return calls of homeowners asking for information on energy efficient home improvement programs.
- Fill out an application for financial assistance.
- Pull and attach a credit report to homeowners' applications.
- Take detailed information about project and set appointments for Site Survey in an efficient route for the specialist.

Receptionist:

- Answer and dispatch all incoming calls with detailed messages and project information.
- Prepare all financial eligibility and project information for each site inspection the following day.
- Manage incoming and outgoing deliveries, mail and faxes.
- Act as manager for the call center when needed.

Front Desk Agent/ Operator/ Lost & Found | Split Rock Resort

Lake Harmony, PA

January 2008-February 2011

Front Desk Agent:

- Check in guests of the resort and explain the resort features and amenities.
- Handle any guest concerns in a timely and efficient manner then follow up.
- Check guests out of the resort and making sure any concerns that they had are taken care of so as not to discourage future guests

Resort Operator:

- Responsible for answering all incoming calls for the 500+ room resort and directing them to the correct department extensions.
- Responsible for calling all of the newly arrived guests daily and making sure all questions and concerns are addressed.

Lost and Found:

- Organize, Tag and log all items lost for a 500 + room resort averaging 170 items per month
- Responded to all guest inquiries, even if items were not found.
- If found, shipping information taken and filed then Items were then packaged, mailed and tracked until delivery

Timeshare Unit Inspector | Split Rock Resort

Lake Harmony, PA

December 2007-January 2008

- Inspect, log and take pictures of all maintenance and housekeeping issues for over 400 timeshare units.
- Daily written and verbal correspondence with department managers to discuss, fix and prevent problems found during inspections.
- All original inspection sheets logged and copies were made for the department managers on a daily basis.
- Any overly concerning inspections reported to the general manager.
- Created inspection sheets and spread sheets for all employees under maintenance and housekeeping upon request of the general manager.

Concierge/ Timeshare appointment setter | Split Rock Resort

Lake Harmony, PA

May 2007-December 2007

Concierge

- Supplied directions, maps and information regarding resort and surrounding areas.
- Making reservations, tee times, and schedules. Helped guests plan their vacation agenda. ● Responsible for updating and collaborating information, maps and directions to area attractions on a regular basis.
- Performed many clerical duties for management such as creating spreadsheets, fliers, maps and directions.
- "Pitch" guests, scheduled appointments, Confirmed and registered touring guests for timeshare tour.

References available upon Request

EDUCATION

2004 - 2006 Kutztown University - Art Education Kutztown, PA

2004 Pocono Mountain West High School Pocono Summit, PA