

CIELO GOLDEN

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ACCOUNT SPECIALIST

I am a results-oriented, committed individual seeking a position with a company that values my use of administrative, time-management, and organizational skills. I am dedicated to maintaining a dynamic work environment and ensuring high levels of organizational effectiveness while focusing on communication and productivity. I have a creative mind with and the enthusiasm to suggest improvements.

SKILLS

- Proven excellence as an Office Manager, Logistics Coordinator, Administrative Assistant, and Customer Service Representative.
- Knowledge of office administrator responsibilities, systems, and procedures.
- Proficiency in MS Office applications, SAP ERP, PureSafety, Concur, BSwift, Taleo and UltiPro.
- Excellent time management skills and ability to multi-task and prioritize work.
- Attention to detail and problem-solving skills.
- Excellent written and verbal communication skills.
- Strong organizational and planning skills in a fast-paced, high pressure environment.
- Notary Public – Expiration 07/28/2018

KEY ACHIEVEMENTS

- Saved the department \$46,000.00 to \$60,000.00 per year on warehouse equipment rental due to contract renegotiation.
- Created and implemented an Employee Recognition program.
- Managed a Multimillion dollar annual budget with minimal oversight.
- Facilitated the movement of all Spare Parts inventory for Grapevine, Texas to Denver, Colorado.

EMPLOYMENT HISTORY

VESTAS AMERICAN WIND TECH. - SENIOR OFFICE COORDINATOR, 10/2008-01/2018

Office management and administrative assistance to the warehouse manager. Worked in the background with minimal supervision to ensure that the office and warehouse staff were supplied with all tools to complete specified jobs. Well-read on all policies and procedures in order to assist employees on all levels of inquiry. Acted as a gatekeeper to assist or direct visitors and vendors. Under minimal supervision, performed a variety of administrative tasks and ensured the efficient and professional management of the office.

cROCS, INC.-INBOUND RECEIVING & OFFICE COORDINATOR, 02/2006-10/2008

Worked with transport team to schedule all inbound shipments to the Denver facility. Ensured that carriers complied with schedule and all paperwork was in order. Maintained office supply levels and scheduled machine maintenance. My manager in this position

asked me to transfer to Vestas American Wind Tech. and help him set up the new warehouse and offices.

THE BREAKROOM, WAITRESS, 11/2003-03/2006

Server at a neighborhood pool lounge. Maintained excellent customer service in a fast paced environment while multitasking to meet customer needs.

FISERV-SMAC TRADING ASSOCIATE/CUSTOMER SERVICE REP, 02/1998-10/2003

Facilitated the movement of cash and, or securities in client accounts. Reconciled account activity, researched discrepancies, and followed up with clients and agents. Worked directly with clients to ensure that they understood the nuances of their accounts. Began in Mailroom and worked hard for promotions.

EXPERIENCE

- Demonstrate a professional image at all times, in person and on the telephone.
- Point person for office/warehouse-direct visitors and vendors to appropriate personnel/department.
- Organize the office layout and equipment.
- Coordinate Safety Training for visitors and vendors.
- Maintain the office/warehouse condition and arrange necessary repairs.
- Partner with HR to facilitate New Employee Orientation, Onboarding, and Employee updates.
- Helps to resolve Timekeeping, Benefits, and Payroll Issues for Employees.
- Create and maintain employee files for Immediate Manager.
- Manage employee uniform program.
- Organize office operations and coordinate with IT department on all office equipment.
- Receive, track, and process all invoicing for all Non-Stock Spare Parts invoices.
- Ensure that all items are invoiced correctly and paid on time with P-Card or SAP-Research any discrepancies and update for accuracy.
- Manage contract and price negotiations with office vendors and service providers.
- Liaise and negotiate with facility management vendors, including leasing, cleaning, repairs and security services.
- Prepare paperwork and schedule outbound and inbound shipments (Both international & domestic).
- Management of all printers/copiers and fax machines (service and maintenance, supplies, etc.).
- Update appointment and conference room calendars, including monthly meeting coordination.
- Answer, screen and direct incoming telephone calls and visitors to appropriate personnel/department.
- Receives, sorts, and routes mail, and maintains and routes publications.
- Plan in-house and off-site activities- Summer BBQs, picnics, Christmas Parties, special events, etc.
- Arrange catering for meetings, training, etc.
- Coordinate the Employee Recognition Program, including preparing certificates and ordering gifts.

- Create and Maintain Purchase Orders for office staff for Building Lease, office supplies, janitorial, and breakroom supplies and building maintenance, Misc.
- Provide ongoing support to managers, supervisors, and employees on the interpretation and administration of Human Resources policies and procedures.
- Provide administrative support to all departments and assist in Special Projects.

EDUCATION

MONTANA STATE UNIVERSITY-3.5 YEARS CREDIT WORK, DECEMBER 1997

Focus on a Degree in Business Marketing

FLATHEAD HIGH SCHOOL-DIPLOMA, MAY 1991

College Prep Focus, with an emphasis on business and marketing classes.

MOUNTAIN STATES EMPLOYERS COUNCIL, INC.-BUSINESS WRITING, MAY 2003

FRED PRYOR SEMINARS-TIME MANAGEMENT FOR MANAGERS AND SUPERVISORS, JUNE 2016