

Claudia Nova

Fort Collins, CO 80524

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I enjoy helping as much as possible, and look forward to growing within a company.

Authorized to work in the US for any employer

Work Experience

Customer Service/Administrative Assistant

Injectech LLC - Fort Collins, CO

June 2019 to February 2022

As an administrator I was in charge of entering and confirming sales orders into the SAP Business One platform, providing lead time, and reviewing contracts for clarity and execution. As a customer service representative I answered phone calls and directed customers to their prospective contacts, followed up with the shipping department to ensure they were following the current processes and procedures, problem solved customer complaints to find solutions and maintain customer satisfaction. I was also the first point of contact for any Spanish speaking customers / accounts.

A/R and A/P Specialist

Injectech LLC - Fort Collins, CO

June 2019 to August 2021

As an A/R & A/P Assistant I was in charge of providing credit applications, ACH bank request forms, W-9's, and sales tax exemption certificates (multi-Jurisdiction). I was also tasked with creating forms for trade references to mainstream process, assisted auditors in yearly audits.

Following up on payment inquiries, issuing credit notes to resolve any problems with dollar amounts not matching invoices, filing accounting and tax documents accordingly, preparing check deposit slips for the bank, issuing check payments as required, and invoicing tenant's monthly utilities.

Purchasing Assistant

Injectech LLC - Fort Collins, CO

June 2019 to August 2021

Set up suppliers in the SAP Business One platform, creating and entering purchase orders with vendors, following up for shipping updates, maintained approved vendor list and supplier surveys.

Shipping and Receiving

Injectech LLC - Fort Collins, CO

February 2018 to June 2019

As a Shipping and Receiving specialist I was responsible for accurately fulfilling orders while following customer specific shipping instructions, maintaining inventory by adjusting counts in the SAP Business One platform, allocating locations and batch numbers for raw materials that come in, and resolving any logistical issues with the shipments.

Quality Control Inspector

Injectech LLC via 5280 Staffing - Fort Collins, CO
November 2017 to February 2018

In Quality Control I was responsible for measuring parts to ensure they met the proper specifications and tolerances, running leak and pressure tests, and maintaining an accurate count. I was also responsible for packaging and labeling the completed parts in preparation for shipping. As well as assembling multiple products to the specific instructions.

Starbucks Manager

King Soopers - Loveland, CO
February 2016 to November 2017

As a Starbucks Store Manager I was in charge of scheduling employee's shifts to ensure adequate coverage, maintaining sales growth, executing the quarterly inventory count, ordering supplies as needed, and executing marketing promotions. Additionally I was responsible for training my team.

Education

High school or equivalent

Fort Collins High School - Fort Collins, CO
May 2012

Skills

- Multitasking (4 years)
- Problem Resolution (3 years)
- Customer Service (4 years)
- Administrative experience
- Word processing
- Microsoft Outlook
- Barista experience
- Computer skills
- Spanish
- French
- Translation
- Microsoft Windows
- English
- Microsoft Excel
- Multilingual
- SAP
- POS
- Communication Skills
- Writing Skills

- Typing
- Order Entry
- Manufacturing
- Shipping & receiving
- Microsoft Word

Languages

- English - Fluent
- Spanish - Fluent
- French - Intermediate

Certifications and Licenses

AST (Advanced Store Training)

April 2016 to Present

Advanced Store Training for Starbucks

Additional Information

Skilled in handling administrative duties; filing, record keeping, and data entry. Experienced with most MS Office Applications, email, and general computing knowledge. Fluent in Spanish and English, and proficient in French. Solid understanding of customer Interaction. Information gathering and coordinating with various teams to meet goals. I pride myself on being a fast learner and highly adaptable to change. I am very self-motivated and organized with great attention to detail. I also have a strong work ethic and am a team player, but can work independently when needed.