

Gideon Wendirad

gwendirad55@gmail.com

(720) 753-7028

Greeley, CO

Summary:

- Multilingual professional, with an extensive background in customer service, sales, marketing, financial services, facility coordinator, and administrative roles.
- A Proven track record of meeting deadlines, being highly organized, and efficiently prioritizing and handling multiple tasks. Excellent verbal and written communication skills.
- organized meeting and set agendas for managers, maintained highly sensitive and confidential customer's files, prepared and updated reports daily, and trained new employees.
- Processing daily AP\AR, opening and closing work orders, ordering office supplies, beverages, and the facility month to month needs.
- High level of proficiency with Microsoft office such as Word, Excel, PowerPoint, as well as ability to set up E-mail/written communication
- Making out bound calls in a call center atmosphere, receiving inbound calls, AP/AR, ability to solve problems that requires critical thinking, excellent knowledge of state collection laws, accurate data entry, time management, highly organization skill, dealing with sensitive personal issues.

Education:

- BA in Business Administration & Finance, University of Northern Colorado in Greeley, Co 80639

Professional License:

- Professional License: Expired Series 7, Series 63, Life/Health Insurance, and Merchant Marin Document.

Computer Skills:

Excel, PowerPoint, Microsoft Office 360, Accesses, UNIX, TELIS, NOVEL, POLARIS, CITRIX, SCRIP, DOS, SAP-S4/HANA, QuickBooks, PeopleSoft, TAP, Oracle, SIEBE, JD Edwards Oracle 9.1, Maximo, EDI, CiscoVPN, and Internet Engine.

Professional Experience:

Nutrien AG Solution Inc. 9/15/2019 – 8/6/2021

Worked as accounting project support analyst for Nutrien Ag Solutions with SAP S4-HANA transition team in a contract position. Assisted the accounting department with migrating a high volume invoices, training SAP-S4 HANA accounting software: loading invoices, indexing, quality control; inspecting invoices before processed for payment, assisting CSR team, and making sure the company achieved a smooth transition into the new accounting system.

Mavericks LTD Landscaping Services 8/5/17-12/28/18

Worked as service manager in charge of marketing, sales, accounting, and interacting face to face with customer in order to up sale/cross sale services. The job required purchasing equipment, managing equipment, and providing quote for service over the phone, managing employees, account payable/account receivable, and in charge of day to day company's service in the Northern Colorado area.

Avery Partners at Amgen for Jones Lang LaSalle in Longmont, Colorado October 2016 -March 2018

Worked as a facility coordinator for Amgen Pharmaceutical Company for Jones Lang LaSalle overseeing the facility's operation. Assisted with budgetary requests, analysis and reporting, acted as a liaison to finance team and other account team members. Conducted researching, analyzing and reporting budget issues, supported with facility specific cost savings targets to achieve significant savings. Provided support for guests, visitors, and employees, dispatched work requests to technical staff, vendors or other services providers. Assisted management and staff with operational reporting, budgeting, financial systems, and purchasing as necessary. Duties included data entry, account receivable, account payable, processing high volume invoices, creating monthly/quarterly performance review, and vendor management.

Hewlett Packard, Fort Collins, CO. April 2014-September 2016

As an Executive Administrative Assistant, some of the daily tasks were communicating, delegating confidential reports to several departments, shipping products internationally/domestically to customers, and meet product shipments deadlines. Composed daily marketing reports, maintain daily calendar schedules such as catering, setting up audio/video/WebEx conferences for department staff. Booked international and domestic travel, hotel, and car rental for executive managers. Acted as the liaison and resource for the department. Assisted marketing and sales group to make critical decision with events. Updated SharePoint with new products, removing discontinued products, and updated product informations. Prepared meeting agenda for executive managers and agents.

CBRE Company at Microsoft Corp Fort Collins, CO. November 2012 to December 2013

Facility Coordinator: Ensured customer satisfaction and the smooth operation of the day to day facility operations by working closely with engineers, scientists, and all level of managements for their everyday needs. Job included accurate data entry, receiving inbound calls from internal and external clients, making outbound calls to Microsoft customers and vendors, solving critical problems, creating work orders, hiring multiple vendors and sub-contractors, processing daily AP\AR, opening and closing work orders, ordering office supplies, and maintaining the facility day to day/month to month needs. Job required superior customer service, excellent communication skill, highly organized, and attention to details.

State Farm Insurance Company Greeley, CO (contract). March 2011 to October 2012

Assisted the Life Insurance Underwriting Department and Employee Credit union. The job included revising and illustrating life insurance policy, insuring all aspect of life insurance policy are accurate before underwriting policy. Making outbound calls to policy holders and agents in order to gather important information about policy. Job required accurate data entry, attention to detail, inspecting

for deficiencies on a policy issued before mailed out to policy holders, critical skill working as a team, generated report, accurate data entry and distribute documents from a number of varied sources, as well as everyday administrative task.

Pacific Medical Collection Honolulu, HI. March 2008 to September 2010

Collection Specialist: Reconciled delinquent accounts, managing third-party liability, setting up a portfolios claim, dealing with bankruptcy issues, and negotiating settlement, Job required making out bound calls in a call center atmosphere, receiving inbound calls, AP/AR, ability to solve problems that requires critical thinking, excellent knowledge of state collection laws, accurate data entry, time management, highly organization skill, dealing with sensitive personal issues, and providing superior customer service.

Norwegian Cruise Line America Honolulu, HI. August 2006 to September 2008

Reservation & Booking Passengers: Position included interacting with passengers face to face, processing daily reservation and booking, making outbound calls, receiving inbound calls, up selling and cross selling marketing promotional products, AP/AR, maintaining up to date knowledge of cruise itineraries as well as the availability of promotions cost, excellent knowledge of travel and tourism industry, highly organized with the ability to manage multiple tasks simultaneously, possess problem solving abilities, attention to detail, and providing superior customer service.

Primerica Financial Service Denver, CO. December 2001 to April 2004

Independent Representative: Assisted families identifying their financial goals to make better and informed decisions in managing their money. As an independent representative agent, the goal is to deliver customized investment strategies that will help clients with their mortgage, retirement account, mutual funds, annuities, and insurance product needs. Some of the entrepreneurial perspective is outstanding listening skill, a desire to help people achieve their financial goals, strong presentation skill, up sell and cross sell of investment products, marketing investment products to consumers/business, and a passion for the financial services industry.

Merrill Lynch Englewood, CO. October 2000 to November 2001

Registered Participants Service Representative: Responsible for selling and buying stocks for fortune 500 company employee's 401K investment account: Interacted with customers from around the world with their ESPP, ESOP, and 401K accounts. Knowledge of securities, investment plans, market conditions, regulations, and financial situation of clients. Job required problem solving skills inbound & outbound calls, accurate data entry, superior customer service, up sale/cross sale of investment products, accurate record keeping,

TeleTech at American Express Brokerage Services Thornton, CO. September 1999 to October 2000

As an online Customer Service Representative, Job required providing service for daily processing of securities transactions and payment requests in a call center atmosphere. Duties required, receiving inbound and making outbound calls, accurate data entry, handling all customer service questions regarding their investment account, assisting financial advisors with their brokerage account service needs. Job required strong organization, time managements, problem solving, and providing superior customer service.