

# Jeanie Glenn

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## Work Experience

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### **Insite Administrator**

Clean Harbors - Commerce City, CO  
February 2023 to December 2023

Worked in SAP Tracking Worksheet to track container movement within and out of Suncor. Tracked driver hours in Kronos and approved for their weekly paychecks and per diem. Ran weekly reports for Labor, Inplant and Outhaul reports for billing our customers at Suncor. Worked with PeopleSoft to pay our vendors. Also worked in Salesforce to create tax credits and rebill orders.

### **Accounting Clerk**

Robert Half Company - Accountemps - Denver, CO  
January 2022 to February 2023

Worked for previous companies like Gibson Athletics and Statewide Lock and Safe as an Account Payable Rep. Also worked at Grease Monkey as and Country Beef as a Data Entry Specialist.

### **Purchasing Coordinator**

Arrow Electronics, Inc. - Englewood, CO  
July 2021 to December 2021

- Approved Arrow PO's generated by Oracle to submit them to the various vendors for processing customer orders.
- PO's generated were manual and API.
- Sent Arrow manual PO's to the vendors. API PO's were sent automatically to the vendors.
- Accuracy of orders were checked and sent back to sales if totals or SKU's did not match a customer PO.

### **Order Issues Representative**

Arrow Electronics, Inc - Englewood, CO  
March 2020 to December 2021

- Oracle system generated emails for orders that failed to process sales order numbers.
- Inspected orders in the Oracle Workbench and corrected the issues that made the orders fail to create in the system.
- Sent sales reps an email with the sales order number.
- Issues varied between incorrect addresses to SKU's not being listed in our database with valid pricing.

### **EDI Representative**

Arrow Electronics, Inc. - Englewood, CO  
December 2014 to December 2021

- Processed over 13 thousand orders a month for vendors VMWare and Veeam, for all our customers.
- Received award for processing most EDI PO's submitted in 2020.

## **RMA Coordinator**

Arrow Electronics, Inc. - Englewood, CO  
July 2014 to December 2021

- Processed RMA's for credit of unnecessary licenses and hardware returns from vendors like RSA, CommVault, VMWare, Quest and Veristor to our customers in Oracle.

## **Order Status Representative**

Arrow Electronics, Inc. - Englewood, CO  
March 2014 to December 2021

- Receive email from sales rep requesting information about orders. Information requested varied from status of an order to serial numbers and tracking information from Oracle.
- Assisted sales reps in filling out monthly reports with missing information in Xcel Workbooks to be sent to CDW, Insight and SHI International.

## **Intake / Education Coordinator**

Arrow Electronics, Inc. - Englewood, CO  
July 2010 to March 2014

- Directed Business Unit emails to the appropriate staff for support and help.
- Log opportunities into Autotask as well as create tickets for support contracts and Education student information.
- Coordinate training classes for VMware training classes and make sure virtual labs are assigned to appropriate classes along with instructors.
- Mail out training manuals to students of confirmed classes.
- Maintain book inventory in Oracle.
- List revenue and class expenses in Autotask and attach any relevant information about the class to the class project
- Create classes in the MyLearn system from VMWare according to schedule provided by the Marketing Department.
- Create orders in Oracle for student and class.
- Reconcile revenue and book inventory at the end of each month.

## **Customer Support Representative**

Arrow Electronics, Inc - Englewood, CO  
April 2008 to July 2010

- Responsible for researching customer and payment issues.
- Processed returns of product (RMA) on AS400 system and ERP systems
- Process tax, freight and customer accommodation credits on AS400 system and Oracle

## **General Manager**

D&J's Wood Press - Fort Collins, CO  
October 1985 to November 1994

Created Sales Orders from contractors.  
Verified pricing of wood and styles of doors.  
Cut styles and rails for cabinet doors.  
Managed 4-5 employees at a time when owners were out of office.  
Handled AR/AP for the business.

Processed weekly payroll for employees -tracked vacation, sick time and PTO. Paid the taxes quarterly and yearly.

## Education

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### **High School Diploma**

Alameda High School - Lakewood, CO

August 1976 to May 1978

## Skills

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- Data analysis skills
- Adobe Photoshop
- Oracle (10+ years)
- Sage
- Fluent
- Analysis skills
- Forecasting
- Accounts receivable
- Forecasting (4 years)
- General Ledger Accounting (10+ years)
- Manufacturing
- EDI
- Salesforce
- Accounting
- General ledger accounting
- Procurement
- XML (10+ years)
- General ledger reconciliation
- Tax experience
- Sales
- Data collection
- Project management
- Account management
- Marketing
- Payroll (10+ years)
- VMWare (10+ years)
- Kronos (10+ years)
- Databases
- Profit & Loss (9 years)
- Supervising experience (9 years)

- Purchasing (2 years)
- Account reconciliation
- Order Entry (10+ years)
- Software Troubleshooting (4 years)
- QuickBooks (2 years)
- Software troubleshooting
- Order entry
- Customer service
- Sales Support (10+ years)
- Construction
- Microsoft Access (3 years)
- Direct sales
- Citrix
- Accounts Payable (10+ years)
- Research
- CRM software (10+ years)
- Records management
- Accounts Receivable (9 years)
- Typing (10+ years)
- Personal assistant experience
- Accounting software
- Accounts payable
- Pricing (6 years)
- Profit & loss
- Budgeting
- Pricing
- SAP (2 years)
- Customer support (10+ years)
- Microsoft Access
- Bookkeeping (10+ years)
- Supervising experience
- Procurement (4 years)
- ERP systems (10+ years)
- PeopleSoft (2 years)
- EDI (7 years)
- Upselling
- Front desk
- Layout design
- Windows
- Social media management

- Balance sheet reconciliation
- Bookkeeping
- Google Docs
- Information management
- Analytics
- Project coordination
- English
- Computer Networking

## Certifications and Licenses

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### **Driver's License**