

Katherine T. Rosendahl

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OBJECTIVE

To secure a position with a progressive, innovative company where my skills and experience can be utilized to the fullest.

SUMMARY

- Very strong work ethic
- Over 10 years of successful customer service, administrative and accounting experience
- 10+ years of Management and Supervisor experience
- Excellent organizational and communication skills
- Efficient with Quickbooks, Paychex, KDV and ADP payroll systems
- Proficient with Quick Books, Adobe, Photoshop & Microsoft Office products (Word, Excel, Access, Outlook, PowerPoint, Nitro)
- Great time management skills and ability to multi task
- Can type 75 words per minute and 12000 keys per hour with great accuracy
- Pay very strong attention to detail

EDUCATION

Business Marketing and Management Major
July 2007-2010

Normandale Community College

Relevant Coursework: Interpersonal Communication, Psychology, College Algebra, Biochemistry, Sociology, Composition, Beginning, intermediate, and advanced Microsoft Office, Psychology through the Lifespan, General Biology, and Small Group Communication, Public Speaking, Micro and Macro Economics, Intro to Business, Principles of Marketing, Human Relations and Effective Teams, Legal Environment of Business, Accounting Principles, Principles of Management, Statistics for Business and Econ, IT Concepts and Business Software 1&2

PROFESSIONAL EXPERIENCE

Fair and Square Remodeling

October 2016 -Present

AP & Cash Manager, Financial Analyst

- Create a system to manage all Vendors, Independent Contractors and Subcontractors
- Review all AP invoices and time sheets that are entered into Quickbooks to ensure all data entry is correct.
- Work with Project Managers to ensure each AP Invoice is correct, that all items on the invoice were received on the job site
- Developed a PO system to help eliminate any forgotten items that were not delivered to job sites
- Integrate 5 different systems to create reports for the CFO and CEO for budgeting and to track spending by Project Management

- Went through all old records to clean up books for audits as well be present and prepare for internal and external audits
- Work closely with Forensic Accounting to improve all accounting and reporting practices.
- Manage all cash flow, ensure company continued to pay off any debt and stay current on all vendors, independent contractors and subcontractors.
- Job costing for each and every job in major detail alongside head Project Manager to see what we can do to improve profit margin or ensure we stay on target profit margin.
- Head weekly accounting and project management meetings and creating goals for both departments.
- Supervisor to AP and AR Assistants and manager & assisted on all hiring within the company
- Back up for CFO, payroll and AR Assistant and Manager.

Elite Crete of MN

June 2014 - Present

Controller

- Perform all A/P and A/R functions (paying bills, billing customers, etc)
- Reconcile all accounts
- Complete all purchases to vendors and maintain good relationships
- Make plans and follow through on paying off debts
- Create a workflow for the company to stay organized and on task
- Complete payroll within QB Online
- Prepare and pay all sales and payroll taxes
- Prepare yearly and individual and business taxes
- Assist in creating Business Plan with the CEO
- Prepare financial plans monthly, quarterly and yearly
- Prepare P & L's monthly and yearly, among other reports out of QB online
- Manage the Office staff in our Northern MN office
- Manage Inventory
- Take continuing ed and seminars for laws on Human Resources

Summit Commercial

Executive Assistant/Dispatcher

April 2014 – August 2015

- Back up dispatch all Technicians (20)out of dispatch software – Servman
- Determine the type of service the Customer requires (HVAC, Refrigeration, Plumbing, Cooking)
- Respond to all service request emails within 15 minutes of receipt
- Enter invoices into Customer's invoice database (Service Channel, Service Power, First Service Networks, Target, UHG)
- Review all Service Tickets that are Completed and fix any grammatical or spelling errors, add any additional time or charges, etc.
- Review all invoices for Service Department & send to the customer via email or by the above method

- Ability to constantly take interruptions and still be able to complete work for the day – constant multi tasking & great time management
- Manage all Service Tech's payroll-completing non-billable vs billable reports, ensure all timesheets are correct prior to sending to HR
- Perform monthly audits on service calls entered to ensure everything has been invoiced properly
- Put any customers that are past due on their payments on credit hold and follow up.]
- Pull different accounting type reports from Quick Books and Servman
- Participate in meetings with Service Department's largest customer to ensure their satisfaction
- Constant problem solving as far as prioritizing work load
- Manage on call schedule
- Ensure all Technicians are trained on the proper equipment
- Proctor CFESA testing
- Coordinate all manufacturer trainings with Service and Project Techs as well as work with other Dispatchers to ensure their Techs can attend training sessions at the MN Headquarters
- Manage all Training records with Service Manager – back up the service manager in his absence
- Manage all MN customer accounts & ensure each customer is getting what they need
- Perform any other miscellaneous duties in the office to help out
- Run Credit Cards for Service COD Customers
- Run Credit Checks for Service "Terms" applicants
- Purchase Office Supplies

Martin Calibration, Inc –

Onsite Director/Account Management

November 2011 – April 2014

- Schedule onsite calibrations for 20+ Technicians
- Have the ability to coordinate, problem solve and prioritize issues with onsite at any given time (i.e., tech calling in sick, standard not available, customer adding many items to the list that weren't originally planned for, customer adding an item that the Tech onsite doesn't have the skills to perform, etc.)
- Be available to answer customer and Technician issues 24 hours a day
- Have the ability to constantly move things on the schedule for Emergency Onsites
- Willingness to work beyond scheduled hours for any emergencies that came up
- Manage all monthly customers' calibrations on a daily/weekly/monthly basis
- Manage all onsite customer's accounts, ensuring they are always taken care of in a timely fashion (respond to all emails within 1 hour of receiving, and return all phone calls immediately)
- Put together & created all of the paperwork Technicians need to bring onsite (i.e., Work Order, PO, any past certs, manuals, necessary communications between myself and the customer)
- Put together budgets and ensure the onsite stay on target for the budget I have given each job
- Review all paper work turned in by the Technicians to ensure it is complete prior to invoicing and sending calibration certificates.
- Create work orders (Average of about 500 per month), purchase orders & invoices for all of the work completed onsite in Quick Books

- Review resumes and interview new Onsite Technician Candidates and make the final hiring decision
- Perform Exit Interviews
- Perform yearly reviews for all Onsite Technicians
- Quote calibration and Metrology Products (onsite and in-house calibrations)
- Answer a multi-line phone system
- Manage all Company Vehicle Files (i.e., maintenance, repairs, registration, insurance)
- Review expense reports for all Technicians
- Ensure any requested expedites for in-house calibrations get done and delivered on time
- Visit customers on a regular basis to keep communication open and keep the good relationship going that I have with all of my onsite customers
- Assist the General Manager and President with any projects they may need help with
- Assist the President and General Manager in their meetings with Customers either at our site or our Customer's facility's
- Help in coordinating president's travel plans
- Keep track of all training records for each Technician, present and past.
- Manage an extensive file for each Tech that consists of mistakes made on calibration certificates and production reports that we meet on each week to discuss.
- Attend prospective customer meetings with The President and Sales Director regularly to discuss onsites.
- Keep constant good communication with the Field Service Supervisor and Production Manager
- Update procedures as necessary
- Be the liaison between our Customer and our Vendors on items sent out to the OEM for calibration
- Pull all end of month and end of year reports for onsites and assist accounting with anything else at month and year end they may need help with

Titan Energy Systems – Service Department

Office Manager/Regional Technician Manager

September 2005 – October 2011

- Scheduled/Dispatched for 7 MN generator technicians and 1 NY/NJ Technician
- All project management for the Service department including but not limited to:
 - Coordinating between customers, vendors, and contractors
 - Conducted regular status meetings with service employees, customers, and my CEO
 - Arranged customer training
 - Assess project issues and quickly identified solutions
 - Track and review project progress regularly
 - Facilitate productivity by ensuring the team has the tools it needs to succeed
 - Ensure all service projects stay within the given budget
- Answered all service department calls
- On call 24/7 to answer and schedule any emergency service calls or to help trouble shoot over the phone with a customer
- Did bi-weekly payroll for all service department employees and technicians in all 6 states

- Created presentations with power point for sales/service meetings on a daily basis
- Go to all service meetings and took notes to send out to the department
- Handled all of the HR for the entire company including but not limited to:
 - Setting up benefits for new employees
 - Kept all employee files organized and up to date
 - Posted all jobs to different websites (i.e., Craigslist, MNWorks, Monster, etc)
 - Conducted all phone interview/screenings for candidates management was interested in
 - Conducted all background checks and driving record checks
 - Set up UA's for new hires
- Hired and managed all Service Sales Representatives
- Update & Track all Service and New Install Sales in Salesforce as well as run daily, weekly & monthly reports regarding service and install sales
- Set up all travel arrangements for my Director and CEO
- Handled my Director's and CEO's daily schedules and set up meetings with customers and vendors
- Attend all meetings with Director and CEO and take notes accordingly
- Ran daily and weekly reports and queries through our main database as well as all accounting reports in QuickBooks and exporting all to Excel
- Handled all accounts receivable and payable for the service department as well any collection effort

****Professional and Personal References Available Upon Request****