

Susan M. Kemp

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Profile:

- More than 20 years experience in office administration
- Knowledgeable in various computer programs
- Experienced in customer service and sales
- Able to teach in classroom settings ranging from children to adults
- Detailed conscience with a very high work ethic

Professional experience:

Team Petroleum
Ft Collins, CO

AR / AP / Front Office/ Customer Support

2017 - Present

- In charge of invoicing of local accounts and national accounts.
- Responsible for accounts receivable and payables of national accounts.
- Created system to track any special pricing/needs of our customers.
- Helped create tracking system for tax-exempt customers.
- Worked with A/R to complete tax audit with successful results.
- Cover for A/P when needing additional help or on vacation
- Work with customers on any Accounts Receivable questions and payments.
- Created master spreadsheet to track all products used by company.
- Dispatch and confirm delivery of oil products. Help with dispatching of fuel deliveries.
- Work with warehouse to ensure proper product supply.
- Created point-of-order system for warehouse to streamline ordering process.
- Created tracking system of placement of fuel tanks and their equipment.
- Created system to streamline tracking and invoicing of oil and fuel equipment.
- Created system of tracking & invoicing of any service repairs on oil and fuel equipment.

Colorado Computer Training, Ltd.
Ft Collins, CO

Office Manager

1992-1999

Administrative Assistant

1989-1992

- Supervise office and instructing personnel. Led them to becoming self-reliant in their respective roles.
- Manage the scheduling of software classes and students. Created a system that eliminated many unnecessary cancellations
- Created and then maintained accounts receivable system that has reduced the number of past due accounts.
- Provide customer service and technical support which has improved the percentage of repeat customers.
- Compose the necessary marketing materials and track the effectiveness. During this time the company has seen some of their best financial months in years.
- Written most of the training guides needed for the word processing software packages taught by the company (and proof the others). This has curtailed the expense of buying from other companies.

Healthcare Software Systems, Inc.
Loveland, CO

Customer Service and Computer Support Tech

1986-1989

- Responsible for technical support on all the medical accounting packages programmed by the company for both the PC and the System 36.
- Provided highly effective customer service for all customers.
- Created database needed for more efficient tracking of customers, support questions, and their customizations.
- Test all software and its enhancements, decreasing number of support calls.
- Assisted with creation of supporting documentation for these programs.

US Army

Personnel Administrator (SP4)

1983-1986

- Accountable for tracking and assigning personnel into various sections.
- Created and maintained all financial and legal documentation for those personnel.
- Took control of the postal position for my department.

Volunteer experience:

Saguache County Museum

2014-2016

- Volunteer in various positions: gift shop, front desk, etc.
- Help yearly on Memorial Day with a self-directed fund raiser

Poudre School District (Lopez and Beattie Elementary)

2003-2010

- In classroom assistant working with advanced students in math and literacy. Out of classroom volunteer working with paraprofessionals on grading papers and assisting teachers.
- Action team volunteer helping to raise funds for school. Head coordinator for "Spring Fling" dinner. Created and sold crafts for "Holiday Shop".

Girl Scouts

2003-2007

- Start-up leader for school with 20 girls ranging from K-3 grades.
- Troop Leader and Cookie Coordinator.
- Camp administrator for outdoor camp during the summer.

Fort Collins Preschool

2001-2003

- Classroom volunteer working one-on-one with students.
- Marketing and donation coordinator for yearly fundraiser.

Education:

CareerTrack, Cooperative Extension, and Chamber of Commerce seminars:
Customer Service, Marketing, and Business Administration

Fort Benjamin Harrison, IN
AIT (Advanced Individual Training) – Personnel Administration

Hemingford High School, NE
Diploma 1983, College Prep Courses

References provided upon request