



SUZANNE M. TURNER

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SUMMARY

ADMINISTRATIVE PROFESSIONAL OFFICE ADMINISTRATION / EXECUTIVE SUPPORT / CLIENT SERVICES Highly resourceful, enterprising professional offers experience in implementing effective administrative processes, sustaining productive teams, and accurately conveying information in dynamic environment. Expertise in prioritizing and multi-tasking office duties, including record maintenance, data collection, payroll, billing, and report generation. Proven success in assessing client needs and providing superior customer service. Strong interpersonal, written, and verbal communication skills with the capacity to communicate clearly and effectively with individuals at all levels of the organization. Talented in generating rapport with business relations, cultivating positive relationships, and motivating team members. Recognized for exceptional organization, planning, and problem-solving skills. Reputation for strong work ethic, versatility, and adaptability to change. AREAS OF STRENGTH: Administrative Support Team Leadership/Oversight Logistics/Scheduling Accurate Documentation Problem Resolution Collaboration/Teamwork Quality Customer Service Inventory Maintenance Client Relationship Management Time Management & Organization Billing/Collections/Payroll Effective Communication

SKILLS

- Proficient in
- Microsoft Word, Excel, and Outlook.
- Self-Starter
- Project Tracking
- Multitasking and Prioritization
- Source Documentation
- Administrative Support
- Microsoft Office Suite
- Data Input
- Attention to Detail
- Microsoft Excel
- Microsoft Office
- Decision Making

EXPERIENCE

Data Entry Specialist/Dispatcher Office Assistant

Fort Myers, FL

Southwest Waste Services/ Nov 2021 to Jun 2022

- Coordinated, scheduled and executed in-depth data entry projects.
- Exceeded quality goals to support team productivity.
- Compiled, sorted and verified electronic data against hard copies to support quality control efforts.
- Produced new orders in Softpack to manage samples and associated data.
- Communicated with coworkers regarding deadlines and project milestones.
- Drafted reports to deliver information to upper management and stakeholders.
- Gathered and documented statistical information to generate reports.
- Responded to daily inquiries and requests within mandated timeframe to meet deadlines.
- Input client information into spreadsheets and company database to provide leaders with quick access to essential client data.
- Completed accurate and efficient data entry and database updates to support business operations.

Accounts Receivable and Payable Specialist

Naples, FL

Go Pro Disposal/ Jun 2021 to Nov 2021

- Calculated estimated weekly invoicing, prepared and posted payments and followed up on aged receivables.
- Posted customer payments by recording cash, checks and credit card transactions.
- Completed outbound collection calls and sent emails to encourage customer payment of overdue invoices.
- Resolved vendor and employee inquiries about invoices and purchases quickly through research.
- Reconciled bank and credit card accounts monthly.
- Processed customer payments and set up payment plans.
- Prepared and mailed client invoices within expected timeframes to promote likelihood of on-time payments.
- Reviewed vendor invoices and expense reports, identifying discrepancies.

Accounts Receivable Specialist

Naples, FL

Reliable Disposal/ Jun 2016 to Jun 2021

- Worked closely with delinquent account holders to collect and reconcile accounts through approved channels.
- Routinely contacted account holders with balances over 60 days past due to resolve delinquencies.
- Performed administrative tasks to support strategic initiatives.
- Evaluated open accounts to look for past-due balances and pursue collection strategies.
- Minimized loss by negotiating payment terms directly with clients, consistently achieving 90% recovery rate.
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- Kept accounts receivable tracking database current with relevant client information, collection and billing progress and program changes.
- Handled wide range of special inquiries and certificates from customers, partners and government agencies.
- Improved billing and month-end reporting processes.
- Interfaced with customers to bring accounts current with suitable repayment plans.
- Generated, mailed and monitored invoices.

Owner

Bonita Springs, FL

Popolicious, Inc/ Jan 2013 to May 2020

- Oversee profitability objectives, proper documentation, licensing requirements, record-keeping, and sales
- Enhance sales through effective promotional techniques and client relationship building
- Warmly greet customers, recommend suitable products, and encourage repeat business
- Research and develop new flavor recipes based on industry trends and customer

preferences.

Accounts Receivable Specialist

Naples, FL

Cleanup Group/ Jun 2014 to Jun 2016

- Worked closely with delinquent account holders to collect and reconcile accounts through approved channels.
- Routinely contacted account holders with balances over 45 days past due to resolve delinquencies.
- Verified, classified, computed, posted and recorded accounts payable data and reconciled daily totals to confirm proper accounting.
- Performed administrative tasks to support strategic initiatives.
- Examined and processed chargeback notifications to customers for payment to avoid releasing debt to outside collection agencies.
- Evaluated open accounts to look for past-due balances and pursue collection strategies.
- Generated, mailed and monitored invoices.

Administrative Assistant

Bonita Springs, FL

Yowzafitness.com, LLC/ Jan 2011 to Jan 2014

- Planned and executed daily office functions based on priority objectives, including accounts receivables, billing, shipping, inventory control, filing, and receptionist duties
- Maintained accurate documentation and managed records
- Delivered quality administrative and executive support to Chief Executive Officer and Chief Financial Officer
- Leveraged logistical planning skills to organize meetings and accommodations for visiting guests
- Interacted effectively with customers to resolve queries in timely and customer-focused manner
- Adhered to productivity, timeliness, and customer service standards to maximize administrative efficiencies
- Successful in collecting \$250,000+ in overdue funds for merchandise previously sold
- Applied organizational, planning, and interpersonal communication skills to perform collections activities
- Served as liaison with Sears, Amazon Vendor Central, Amazon Seller Central, Wayfair, and Hayneedle
- Engaged in proactive communication and follow-up to process orders and resolve issues
- Liaised with UPS, Saia, Conway, and Estes to coordinate shipments of merchandise to customers
- Promoted timely and quality-focused customer deliveries.

Owner | Office Manager | Supervisor of Operations

Walkerton, IN

K&S Transportation, Inc/ Jan 2002 to Jan 2008

- Coordinated daily activities to ensure collaboration, goal attainment, efficiency, and

productivity

- Led, supervised, and guided up to 50 employees at one time, monitoring compliance with employee codes and regulations
- Administered and controlled profitability objectives set forth in company budget
- Closely tracked finances., Continued
- Multi-tasked various administrative responsibilities using time management skills, including accounts receivables/payables, collections, data entry, payroll, and customer service
- Evaluated policies and procedures to ensure smooth operations and company growth
- Demonstrated responsiveness and timeliness in dispatching 100+ drivers and 40 companies
- Built and sustained enduring and positive relationships with customers.

Scale Clerk | Dispatcher

Chicago Heights, IL

Illinois Bulk Carrier/ Jan 2000 to Jan 2002

- Answered phones in professional and courteous manner
- Meticulously recorded and confirmed inventory orders
- Implemented accurate work processes to perform shipping and inventory tracking activities
- Efficiently scaled and dispatched trucks
- Applied sound judgment to identify and resolve problems
- Displayed strong ability to work well independently and collaboratively in a team setting.

Office Clerk | Receptionist

Wooddale, IL

Hume & Liechty Veterinary Clinic/ Jan 1997 to Jan 2000

- Facilitated scheduling of patient appointments within established guidelines
- Assumed hands-on role in office administration, including generating monthly billing, receiving payments, and depositing funds
- Assisted colleagues with various duties to enhance office efficiencies
- Documented medical notes and maintained accurate records, adhering to confidentiality standards at all times
- Ensured excellent customer service through prompt resolution of escalated customer problems
- Collaborated with team members to ensure cohesion in administrative and customer service practices.

Data Collector

Plymouth, IN

Pioneer Hi-Bred/ Jan 2009

- Entry and Custodian
- Recorded, organized, and maintained data samples with keen attention to detail
- Provided management with status updates as needed and assisted with assigned projects

- Maintained orderly work area, adapted to changing priorities, and clearly followed instructions
- Developed constructive relationships with colleagues and management.

EDUCATION AND TRAINING

General Studies

Thornwood High School

Holland, South, IL

CERTIFICATIONS

- Licensed Notary Public - 2015