

# Veronica Mattorano

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Objective: I am seeking a role that will allow me to apply my skills and expertise, while also providing fresh challenges and opportunities for professional development.

## Work Experience

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### **Operations/Construction Admin/Purchasing Agent**

Premier Remodeling & Designs, Inc.

April 2013 to December 2023

- Provided all customer service/operation functions.
- I actively communicated with customers, responding to their queries regarding the company's products or services by offering detailed information.
- I was responsible for maintaining accurate bookkeeping record's while using quickbooks, created job jackets for every project, while ensuring the proper closure of projects.
- Additionally, I obtained necessary permits for projects and collected certificates of insurance from subcontractors when required.
- I successfully addressed and resolved customer complaints by utilizing various communication channels such as face-to-face interactions, phone calls, emails, letters, faxes, and online platforms.
- Analyzed pricing structures and actively engaged in negotiations.
- Managed inventory to meet demands effectively.
- Confirm inventory invoices to ensure both timely delivery and accurate inventory information.
- Negotiated best pricing with vendors. Created strategic bids to appeal to potential clients.
- I was the primary point of contact for salesforce and customers to address inquiries and provide expertise on all products.
- Welcomed and assisted customers in the showroom, ensuring they were well-informed about the company's product offerings and helping them find the optimal solution for their requirements.
- Collaborated with sales associates to generate new business opportunities.
- I actively communicated with sales, project managers, customers, permitting and engineers.
- From start to finish, I managed all field projects and made it a point to follow up with customers after completion to ensure their satisfaction.

### **Operations/Construction Admin/Purchasing Agent**

Bentley Baths

August 2009 to April 2013

- # Provided all customer service/operation functions.
- # Interacted with all customers to provide information in response to inquiries about the company's products or services.
- # Handled and resolved all customer complaints. I communicated with customers through a variety of means-in person; by telephone, e-mail or regular mail correspondence, or fax; or even over the Internet.
- # Pricing and or Negotiating.
- # Maintain adequate inventory.

- Confirm inventory invoices for timely delivery and accuracy.
- Provided best pricing from vendors and develop strategic bids for potential customers.
- Front line contact with salesforce and customers on product knowledge.
- Greeted customers in showroom as well as educated the customer on the company's products as to what would be the best solution for them.
- Assisted sales associates in generating new business.
- Managed all projects out in the field from start to finish.
- Followed up with customers after the project was completed to insure everything was to their satisfaction.

### **Purchasing Agent/Receptionist**

Rio Grande Company

September 2008 to June 2009

- Pricing and or negotiating.
- Maintain adequate inventory of assigned products.
- Confirm inventory invoices for timely delivery and accuracy.
- Provide best pricing from vendors and develop strategic bids for key clients.
- Experienced, results-oriented purchasing professional with exceptional abilities in building/developing vendor relationships.
- Developing and improving purchasing programs to meet corporate objectives.
- Follow up calls to all vendors to discuss inventory discrepancies, and to ensure a high degree of customer satisfaction.
- Responsible for timely delivery of products.
- Responsible for keeping abreast of changes (i.e. new products, new prices, specials, etc.)
- Review and maintain daily stock status.
- Responsible for quoting prices on all levels.
- Front line contact with sales force and customers on product knowledge.
- Resolve customer service situations.
- Managed multi line phone system when needed.
- Greeted customers when needed.
- Sorted and distributed incoming mail when needed.

### **Project Coordinator/Expeditor**

Bray Whaler

November 2007 to September 2008

- Entered FF&E (Furniture, Fixtures & Equipment) specifications and budget into the database.
- Assisted the Project Director or Project Manager in the process of preparing vendor bid packages, purchase orders, change orders, and reports.
- Contacted vendors by mail, email, or phone to verify on-time processing and shipment of goods on specified date, update data in expediting report, track invoices and request approvals.
- Communicate with transportation companies and Project Director or Project Manager to monitor pickups and deliveries.
- Confirm delivery of materials at site or warehouse and update database.
- Update and print expediting reports.

### **Purchasing Agent**

U.S. Foodservice

January 2007 to November 2007

- Pricing and or negotiating.
- Responsible for quoting prices, which supported four regional locations.
- Responsible for keeping abreast of changes (i.e. new products, new prices, specials, etc.)
- Follow up calls to all vendors to discuss inventory discrepancies, and to ensure a high degree of customer satisfaction.
- Responsible for win/loss analysis, re-sale recommendations.
- Update and maintain Excel spreadsheets for each vendor, including end of month inventory.
- Develop strategies and review all buys on large bids.
- Provide best pricing from vendors and develop strategic bids for key clients.
- Experienced, results-oriented purchasing professional with exceptional abilities in building/developing vendor relationships.
- Communicate and interaction with vendors of dead inventories to make arrangements to re-bill.
- Track record of significant achievement, to include reducing costs, improving sales and profits.
- Developing and improving purchasing programs to meet corporate objectives.
- Maintain adequate inventory of assigned products.
- Review and maintain daily stock status.
- Processed/expedited/followed up on all purchase orders placed.
- Confirm inventory invoices for timely delivery and accuracy.
- Track inventory accuracy, rotation and lost or damaged products.
- Ensured inventory stock was rotated based on company specifications.

### **Project Management Coordinator**

Quality Built

June 2006 to January 2007

- New project set-up for each new contract.
- Knowledge of the uniform building codes.
- Experience in residential construction or building trades per insurance code for each builder.
- Assisted outside field coordinators and engineers with client information based on terms and conditions of the contract.
- Participated in the project overview meetings to determine time frame, funding limitations, procedures for accomplishing the project, and allotment of available resources to various phases of project.
- Review of plan site drawings for project set up.
- File reports and drawings and extensive proofreading of documents.

### **Buyer/ Inside Sales/Sales Support/Receptionist**

Seattle Fish Company

September 2002 to June 2006

- Train the sales force in product category as well as system training.
- Provide administrative support to outside account executives to include general correspondence, tracking and analyzing sales data, database maintenance; excel spreadsheets, and inventory tracking and reporting.
- Front line contact with sales force and customers.
- Monitor levels of inventory and provide information to the sales department.
- Assist sales associates in generating business.
- Resolve customer service situations.
- Pricing and or negotiating.
- Responsible for keeping abreast of changes (i.e. new products, new prices, specials, etc.)
- Provide best pricing from vendors and develop strategic bids for key clients.

- Responsible for timely delivery of products.
- Track inventory accuracy, rotation and lost or damaged products.
- Ensured inventory stock was rotated based on company specifications.
- Managed multi line phone system when needed.
- Greeted customers when needed.
- Sorted and distributed incoming mail when needed.

## **Operations Resource Level II.**

First Data Corporation

August 2001 to August 2002

- # While in the payment business there were numerous illegal activities such as money laundering, illegal use of payment instruments, etc.
- # Influential in brainstorming and researching potential fraudulent activities, led to saving company millions of dollars.
- # Provided excellent customer service to clients.
- # Provided administrative support to include data entry of new applicant information and updating databases.
- # Research, investigate and process adjustments/exceptions including follow up with the respective customer.
- # Reconcile and research outstanding items as it relates to the general ledger to meet or exceed internal and external deadlines and eliminate potential loss.

## **Quote/Pricing Specialist**

Arrow Electronics

July 2000 to July 2001

- # Pricing and or negotiating strategic technology.
- # Logged strategic business for follow-up with technology strategist.
- # Responsible for quoting prices, which supported ten regional locations.
- # Responsible for win/loss analysis, re-sale recommendations.
- # Develop strategies and review all buys on large bids.
- # Provide best pricing from vendors and develop strategic bids for key clients.

## **Financial Real Estate Coordinator**

Teletech

March 2000 to July 2000

- # Provided comprehensive financial support with the objective of assisting both internal and external customers in improving financial performance.
- # Was influential in providing accounting support for several real estate properties and staff areas.
- # Prepared financial reports including graphs for budget proposals and reconciliation.
- # Consolidated budgets/estimates for numerous profit centers.
- # Assisted in the development of financial system analysis and design of numerous projects.
- # Initiated and monitored allocations for capital assets.

## **Data Center Information Management Analyst**

First Data Corporation

June 1990 to November 1999

- # Assisted with consulting, support, and development of information management environments.

- # Performed analyzes of present information systems and redesigned processes to meet the changing need of the business.
- # Assisted in the review and analysis of information management records including “problem records,” and “change records.”
- # Created and recommended departmental quality control processes to ensure that company standards were in place.
- # Assisted in the installation and upgrades of departmental application software.
- # Developed solutions to enhance the company’s information system.
- # Spent two years as a coordinator for various company products in which customer service was vital to the continued success of the products. Customer Service duties ranged from adjusting credit limits to fit the customer’s qualifications to ensuring that customers received their products on time.
- # Was instrumental in the implementation of a distribution system that was geared to fit the customer’s needs.
- # Formulated timely and accurate pro forma statements based on customer’s financial criteria and sales projections.
- # Interpreted and explained many state contracts for customers to help them understand their responsibilities based on the state they reside in.
- # Maintained effective communication lines with high profile and often high-risk agents/customers.
- # Negotiated with retail merchants on fees to boost revenue earnings.
- # Over five years experience in contract compliance ranging from analyzing terms, client rights, and obligations to knowledge of the terms of numerous contract agreements.
- # Calculated fee, float, interest, and revenue for various contracts.
- # Conducted numerous revenue analyzes to determine high-risk agents and recommended that their contracts be kept or terminated based on revenue generation.

## Education

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Hoehne High School

## Skills

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- Education: Hoehne High School, Practical Negotiating Skills, Competitive Quotes/Pricing, Techniques, Public Relations, Project Management, Problem /Change Management, Interpersonal Communications, Report Formatting/Coding.  
Computer Skills: Microsoft Office, Windows XP, QuickBooks Pro, Outlook, Access, CRM, MS Project.  
Qualifications: Purchasing/Expeditor, Negotiations, Project Management, Productive, Accurate, Detail-Oriented and able to handle multiple projects, Advanced Analytical and Problem solving skills, Receptionist, Customer Service, ability to analyze data.  
Profile: Multi-faceted professional with exceptional purchasing skills, is looking for an opportunity to work with an organization where I can contribute to the success of the company and become a valued member of the team. Extremely organized, team player, able to prioritize and multi-task in high demand work environment and possess an “eager to please” work ethic.
- Systems Analysis
- Construction
- Microsoft Office
- Typing
- Project management

- Customer service
- Computer skills
- Communication skills
- Project coordination
- Microsoft Project
- QuickBooks
- Negotiation
- CRM software
- Salesforce
- Purchasing
- General ledger accounting
- Procurement
- Pricing
- Inside sales
- Research
- Time management
- Microsoft Excel
- Pivot tables
- Microsoft Word
- Microsoft Access
- Microsoft Outlook
- Data entry
- Accounting
- Bookkeeping
- Accounts payable
- Accounts receivable
- Phone etiquette
- Organizational skills
- Front desk
- Sales
- Account management
- Windows
- Data center experience
- Document management systems
- Quality control
- Marketing
- English
- Accounting software
- Telecommunication
- General ledger reconciliation

- Analysis skills
- Banking
- Personal assistant experience
- Balance sheet reconciliation
- Data analysis skills
- Auto estimating
- Construction estimating
- Grocery store
- Technical support
- Hospitality
- Hotel experience
- Budgeting
- Computer literacy
- Event planning
- Proofreading
- Order entry
- Writing skills
- Public relations
- Office experience
- Word processing