

Arrhonda Billingsley

Wellington, CO] 970.391.8096] rhonitae@msn.com

Summary

- ❖ Motivated individual with experience managing, supporting and coordinating various business facets, including: Operations/Administration, Budget Management, Customer Service, Personnel/Supervision, Safety and Compliance, Program Development and Implementation
- ❖ Extensive experience collaborating with diverse professionals in a fast paced environment, as well as developing and maintaining relationships, contacts, and resources
- ❖ Bringing strong management and analytical skills with a proven history of coordinating tasks and delegating responsibilities appropriately of up to 150 employees
- ❖ Excellent time management and multitasking skills
- ❖ Able to anticipate outcomes effectively and problem solve to meet goals
- ❖ Clear and concise oral and written communication, extensive customer service experience and the ability to effectively apply conflict resolution and mediation skills
- ❖ Strong belief in sharing credit and accepting responsibility while promoting positive change with integrity
- ❖ Background in environmental and biological sciences

Relevant Skills

- **Computer skills:** Microsoft Office Suite: Outlook, Excel; Kronos, Covis, Quickbooks, Fleetmatics, iSolved
- **CDL Class A, Endorsements:** Hazardous Materials, Tanker, Double and Triple, and Passenger
- **CPR Certified; First Aid; PEC Oil and Gas Safeland Basic and Core Certifications; OSHA H2S Certified; Smith Driver Certified**
- **Notary Public**

Education

MAS student in **Environmental Policy and Management**. University of Denver, Denver, Colorado
BS in Environmental and Biological Sciences. Antioch College, Yellow Springs, Ohio

Relevant Experience

Operations / Administration

- Calculated, wrote, and submitted project bids, proposals and budget analysis ensuring satisfactory cost effective customer results
- Effectively communicated with staff, vendors and customers through emails, texts, phone calls, and meetings
- Simultaneously managed the operations of five departments: diverse projects, budgets, materials, supervisors, and employees
- Established and managed various accounts and submitted timely payments to all vendors within 30 days of services rendered
- Implemented streamlined billing standard and invoiced customers within 24 hours of services rendered to better track funds, increasing accurate and on time customer payments
- Developed contacts and improved communication with customer accounting personnel, managers, and directors to identify errors, strategize and develop customer specific solutions to billing needs
- Carefully monitored equipment scheduled maintenance, fuel usage and spending
- Improved accuracy of communication with employees and customers utilizing automated dispatch program to ensure employee safety, on time and safe delivery of equipment, chemicals, and materials
- Secured funding for projects, equipment rental, maintenance and fabrication supplies, as well as licenses, permits, registration fees, and certificate of liability insurance
- Analyzed data and submitted/presented clear and concise reports to diverse professionals
- Simultaneously managed several multidisciplinary company specific databases

Budget Management

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- Budget and cost analysis; Researched cost effective vendors for supplies, materials, and safety equipment
- Simultaneously managed five separate departmental budgets; a minimum budget of \$1,000,000 each.
- Conducted budget and strategic planning meetings with supervisors to monitor spending and strategize ideas
- Recaptured over \$500,000 in severely delinquent unpaid customer invoices
- Established and managed corporate and fuel credit card accounts and employee emergencies
- Authorized employee financial expenses and corrected issues

Customer Service

- Proactively initiated communication with customers on the phone and in person to better strategically meet their individual needs
- Able to adapt personality, remain open and flexible, and customize services to meet individual internal and external needs
- Improved damaged customer relationship which resulted in over \$70,000 of generated revenue in a three month period
- Found critical payment tracking issue during customer account resolution, in which received funds were not properly being credited to customer accounts. Worked closely with customers to resolve payment issues, credit their accounts properly, and changed and implemented structured accounts receivable process to assure accurate payment tracking

Personnel / Supervision

- Interviewed, hired, and terminated employees
- Annual performance appraisals
- Payroll
- Implemented customized HR, Benefit, and Payroll platform
- Issued, reviewed, and filed all new hire paperwork, properly submitted paperwork to occupational wellness, including worker's compensation paperwork, incident reports, safety reports, random drug testing paperwork, insurance, requested information from previous employers, background checks, and utilized government databases to check validity of submitted documentation; Kept and accurately maintained personnel files and portfolios
- Regularly completed and submitted required regulation documents, licenses, and paperwork
- Trained employees using visual, verbal cues, in groups, and one-on-one guidance to help learn processes and procedures, including proper time card completion, accurate documentation, proper automated program usage, completing and submitting occurrence reports, and maintaining proper safety and compliance
- Fairly and appropriately assigned tasks according to employee skills, ability, availability, level of function, and required tools, license, and certification, and utilized rotation of jobs as needed
- Always listen to all sides of an issue in an attempt to decipher the real problem before encouraging a resolution

Safety / Compliance

- Knowledgeable of federal laws and regulations (OSHA, HIPPA, FMCSA, and DOT) to ensure compliance and inform employees of regulation changes
- Consistently monitored employee safety behaviors and records, providing appropriate correction as needed and encouraging
- team accountability
- Managed employee PPE

Program Development/Implementation

- Developed, wrote, and amended policies and procedures to ensure compliance
- Researched cost effective wellness options and developed a customized employee wellness program, adhering to budget, and offering varied fitness options to encourage employee participation and an adaptive well environment

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- Identified issues and strategically planned and implemented solutions to improve processes and encouraged input through verbal, written, and anonymous survey communication to evaluate effectiveness
- Developed and implemented ambulatory and non-ambulatory care, corporate, and community outreach programs
- Set goal to improve birth certificate accuracy from 71% to 90% within three months of automated system implementation, and achieved 99% accuracy within two months
- Implemented process to improve accurate time card documentation and communication of hours worked, vacation and time off, to decrease errors and ensure proper employee payment
- Customized and implemented automated dispatch program and automated safety equipment system

Employment History

Vice President, Controller - Cobra Construction Company LLC 03/2018 - 06/2019

Production Engineer - Delt Services, LLC. 10/2017- 03/2018

Process Improvement Engineer - Adler Inc. 09/2016 - 03/2017

Director of Logistics, Accounting & Procurement / Acting COO - In & Out Custom Hauling.
04/2015 - 02/2016

Class A Driver - HICO Distributing of Colorado. 03/2015 - 05/2015

Massage Therapist - University of Colorado Health. 11/2012 - 01/2014

Wellness Consultant - Campos EPC (Engineering Procurement and Construction). 12/2012 - 05/2013

Clinical Coordinator / Rehabilitation Aide - Banner Health. 04/2008 - 11/2012