



Mary E. Merkel
P.O. Box 6816
North Port, FL 34290
(941) 426-9010
Mary@MSquared.Services

PROFILE

Office Administrator with over 25 years of relevant experience. Proven record of engaging employees to attain administrative goals, and fulfilling departmental and company needs through time management, interpersonal, and organizational skills. Possess significant exposure to a variety of functional areas, including customer service, office management, billing, and inventory control. Ready to apply previous experience to adapt to the decisive needs of any company.

- Excel
- Team Building
- Systems Trouble Shooter
- QuickBooks
- Training Procedures
- Critical Thinking
- Microsoft Office Suite
- Bid Evaluation
- Dispute Resolution
- Lotus Approach
- Auditing Procedures
- Self-starter
- Employee Management
- Staff Training
- Scheduling
- Storis
- Inventory Control
- Marketing

PROFESSIONAL EXPERIENCE

Office Administrator, Kalins Furniture, Sarasota, FL, December 2000- August 2016

Oversaw day to day activities for multi-departmental office. There were organizational changes in the company, so the departments I supervised changed as the business dictated. The departments I supervised were, Accounts Payable, Accounts Receivable, Inventory, Delivery, Order expediting, Information Technology and training. I also assisted in several projects concerning promotions: creating marketing materials, social media and web site maintenance.

- ✓ Reduced the merchant service fee for credit card processing in half my first months supervising Accounts Receivable
- ✓ Oversaw and edited user manuals for my departments, to improve training and performance
- ✓ Organized and oversaw one major software upgrade and two server upgrades
- ✓ Received certificate of achievement for efforts towards record breaking sales, \$800,000 in 10 days
- ✓ Received Employee of the Month 14 times
- ✓ Performance was consistently rated as exceptional on every review

Inventory Control Supervisor, Kalins Furniture, November 1998- December 2000

- ✓ Developed and organized weekly cycle counts
- ✓ Created and Implemented a freight claim procedure to improve interdepartmental communication and reduce losses from damaged items
- ✓ Implemented bar code processing of inventory along with employee training

Customer Service Representative, Kalins Furniture, December 1997- November 1998

- ✓ Processed clients' complaints
- ✓ Coordinate solutions with factories
- ✓ Scheduled service tech
- ✓ Parts Ordering

Accounts Receivable Clerk, Kalins Furniture, Sarasota, FL., October 1994- December 1997

- ✓ Balanced the American Express Merchant account in my first few months
- ✓ Reconciled client accounts
- ✓ Dunning letters and collections
- ✓ Developed great working relationships with management

Previous Companies and titles:

Spencer Gifts, Assistant Store Manager

BizMart (office supply) Administrative Assistant

Mr. Good Buys: Inventory Controller/ Front End Supervisor

EDUCATION

Community College of Philadelphia, 1985-1987

-T.O.P (Transfer Opportunity Program) 1985-1986

-Honors Program 1986-1987

Beyond Excel 2010

QuickBooks Training 2012