

**Lilia Gillespie, 15595 W Gross Ave, Goodyear, AZ 85338**

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**SUMMARY OF QUALIFICATIONS**

- Professional with 10+ years of progressive experience in **office administration, human resources, customer service, payroll, invoicing, estimates and calculations**
- Strong work ethic, ensure the job is done right with no come-backs by possessing effective analytical skills, thoroughness and attention to detail
- Ability to juggle multiple priorities without sacrificing accuracy
- Able to analyze data and transform it into useful information, as well as, excellent math and computer skills
- Excellent communicator with interpersonal skills, able to analyze, draw valid conclusions, prioritize and meet deadlines
- Bilingual, fluent in English and Spanish (writes, reads, and speaks)

**WORK EXPERIENCE**

*Mariposa Landscape Arizona, Inc. - Glendale, AZ*

*07/2013 to 07/2019*

**Administrative Assistant**

- Helped with new contracts set up and entered info on CRM.
- Kept record of all contacts information for current and lost accounts
- Generated all regular monthly and extra invoices
- Reviewed and coded vendor's receipts with job # and P.Os
- Helped with all the office administration including computer's set up, installation of programs, office equipment inventory, and ordering office supplies.
- Kept record of all Company licenses, training and certifications
- Submitted daily PMD reports, kept digital data and copies for 3 years
- Helped with special projects that required good math, analytical and computer skills
- Developed an electronic and hard copy filing system for HR
- Incharge of the hiring process including E-Verify and orientation
- Checked employee's time sheets and change of status for accuracy

*Southwest Service Administrators - Phoenix, AZ*

*04/2011 to 07/2013*

**Customer Service Representative**

- Provide information regarding medical, dental, and vision benefits which includes eligibility, co-pays, deductibles, out of pocket, and also providing claim status to participants, hospitals, and providers complying with HIPAA privacy rules
- Provide information regarding Disability and COBRA benefits to participants
- Respond to and document telephone, and walk-in inquiries from customers by maintaining current knowledge of plan of benefits and procedures and logging calls using QickLink software
- Resolve customer issues by researching and finding alternative solutions, and returning call in a timely manner
- Check authorizations status for pending or approval
- Process check tracers, voids, refunds, stop payment, referrals of claims that were pending for information by sending them to the adjuster, and also executes basic claim processing

*Peterson Brothers Company - Peoria, AZ*

*06/2007 to 06/2010*

***Administrative Support***

- Scheduled projects for bids in the estimating department and performed document control by creating hard and electronic files, updating and keeping projects logged in a project scheduler program
- Provided customer service to clients; duties included answering customers inquiries, problem solving, and building trust and confidence to ensure repeat business and referrals
- Assisted the HR in the process of new hires with company's handbook, involving employee data process, drug screens schedule and also helped superintendent preparing material for field safety training
- Provided administrative/secretarial support such as answering telephones, assisting visitors and resolving a range of administrative problems and inquiries
- Assisted project manager with change of orders, RFI's, submittals, material and equipment ordering

*Quincy Joist Company – Buckeye, AZ*

*03/2004 to 06/2007*

***Designer Technician***

- Designed and generated a shop bill for open web steel joists and joist girders used in commercial and industrial buildings as load bearing members for roofs and floors
- Interpreted and analyzed data from the designs and shop bills to prepare modifications and calculations/sketches for customers
- Performed take-offs from plans to estimate projects for a quotation
- Staffed detailers and designers for different projects based on their skills and qualifications and following the company's procedures
- Assisted in training of new hires with the designs, calculations, understanding of the product and uses based on the steel joist catalog

**COMPUTER SKILLS**

- Proficient with Excel, Word, Power Point, Outlook
- Knowledgeable with PDF Advanced file format

**EDUCATION & CERTIFICATIONS**

- Bachelor of Science, National University of Callao – Peru
- Total Quality Management and ISO 9000, Lima – Peru

**REFERENCES UPON REQUEST**