

Sylvia Mays

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Work Experience

Manager

Timeless Wines - Middletown, VA

March 2010 to March 2021

Customer service and sales representative for both online and in store wine sales. Manage warehouse inventory, order processing, store inventory, sales, and wine tastings.

Accounts Receivable Specialist

RYDER INTERGRADED LOGISTICS - Novi, MI

May 2007 to March 2010

Initiate and pursue the collection of past due invoices via collection calls and e-mails. Prepare and review Accounts Receivable aging reports and manage accounts with overdue balances for assigned offices. Report the status of past due AR as part of weekly meetings with Vice Presidents, Principals, CFO, and the Collections Manager. Conduct credit reviews to determine the credit-worthiness of potential clients by analyzing financial data through D&B and other sources and provide a summary of this research to Management. Research credits and incorrect cash applications, documenting internal and external conversations, setting up new clients in the designated system, and assisting others in the accounting group with assigned tasks.

Entered payable into AS400 system.

Managed contract filing and information accuracy.

Executive Assistant

Tom Lange Company - Pittsburgh, PA

April 2004 to January 2007

Responsible for managing the schedules, administrative support and communications of the Pittsburgh Branch President, and key company executives, as needed.

Prioritized emails and phone calls, gathering documents to prepare for meetings, coordinating travel arrangements and preparing expense reports.

Managed the office by supporting key office and HR administrative processes.

Managed the President's calendar, including making appointments and prioritizing the most sensitive matters.

Organized meetings, including scheduling, sending reminders, and organizing catering when necessary.

Handled telephone communication - act as primary information source when needed.

Maintained detailed expense reports and highly confidential files of senior executive sales team.

Provided information and general assistance to directs and others to save time of President.

Provided administrative assistance, such as writing and editing e-mails, drafting memos, and preparing communications on the President's behalf.

Drafted well-articulated letters and memos for senior executive with special attention to detail and personalization.

Resourceful in spearheading, organizing and completing projects.
Prepared travel arrangements for division president, including international travel.
Maintained comprehensive and accurate records.
Welcomed visitors and identified the purpose of their visit before directing them to the appropriate department.
Processed invoices and applied payments for a team of 8 sales executives.
Coordinated employee engagement events for the office.
Directed all non-routine or serious problems to HR.
Performed general office duties as required.

Education

College Degree in Business

Duquesne University - Pittsburgh, PA
February 2005 to August 2007

Skills

- Forklift
- Supervising experience (10+ years)
- Warehouse experience (10+ years)
- Warehouse distribution (10+ years)
- Microsoft Office (10+ years)
- Management (10+ years)
- Logistics (10+ years)
- Purchasing (10+ years)
- Sales (10+ years)
- Order Picking
- Microsoft Word
- Shipping & Receiving
- Freight Experience
- Materials Handling
- Supply Chain
- Inventory Control
- Warehouse Management
- Accounts Receivable
- Office Management
- Negotiation
- Load & Unload
- Human Resources
- Budgeting
- Pallet Jack

- Pricing

Assessments

Social media — Highly Proficient

February 2022

Knowledge of popular social media platforms, features, and functions

Full results: [Highly Proficient](#)

Retail customer service — Expert

January 2022

Responding to customer situations in a retail setting

Full results: [Expert](#)

Sales skills — Expert

September 2021

Influencing and negotiating with customers

Full results: [Expert](#)

Administrative assistant/receptionist — Highly Proficient

September 2021

Using basic scheduling and organizational skills in an office setting

Full results: [Highly Proficient](#)

Customer service — Proficient

February 2022

Identifying and resolving common customer issues

Full results: [Proficient](#)

Work style: Reliability — Proficient

September 2021

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Proficient](#)

Outside sales — Proficient

February 2022

Understanding and responding appropriately in sales scenarios, and performing common sales calculations

Full results: [Proficient](#)

Call center customer service — Highly Proficient

February 2022

Demonstrating customer service skills in a call center setting

Full results: [Highly Proficient](#)

Medical receptionist skills — Expert

February 2022

Managing physician schedules and maintaining accurate patient records
Full results: [Expert](#)

Administrative assistant/receptionist — Highly Proficient

September 2021

Using basic scheduling and organizational skills in an office setting
Full results: [Highly Proficient](#)

Working with MS Word documents — Proficient

February 2022

Knowledge of various Microsoft Word features, functions, and techniques
Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.