



MARY E. WILLIAMS

Account Manager and Customer Service Professional

 580.564.6980

 pokeywilliams@gmail.com

 Highlands Ranch, CO

SKILLS

Attention to Detail
Budgeting / Reducing Labor Costs
Project Planning
Accountability
Process / Procedure Implementation
Improving Customer Ratings
Teamwork
Resource Management
Resolving Service Issues
Marketing
Communications
Public Speaking

TECHNICAL SKILLS

Microsoft Office Suite
Laser Fiche
Soaring
CRC
QuickBooks
RMS
eMars (certified payroll system)
OMD Software

EDUCATION

Associate Degree in Applied Science
Georgia Military College
Milledgeville, GA

PROFESSIONAL PROFILE

Highly personable Account Manager and Customer Service Professional with over 18 years of experience in account management, sales, sales processing, and call-center operations within the Fuels, Environmental, Hospital Forms, Office Automation, Retail Sales, and Education industries.

EXPERIENCE

PROJECT COORDINATOR AND ASSISTANT PROJECT MANAGER
RORE, INC. / June 2018 – Jan. 2019

Supported USACE Omaha, NAVFAC and vertical construction projects as the Project Coordinator and Assistant Project Manager. Responsibilities included, monthly invoicing to clients, verifying weekly certified payrolls for government projects and submittal into RMS. Support and correspondence to and for site personnel. Assisted with project schedules and proper file management.

PROJECT COORDINATOR
WESTON SOLUTIONS, INC / Aug. 2011 – June 2018

Performed financial management, project coordination, project accounting, and onsite cost reporting evaluation, analyzing, and effectively controlling/monitoring finances and files for both cost reimbursable and firm-fixed price projects. Professionally supported contracts under USACE Omaha Special Projects. Additional responsibilities have included accounts payable vouchering for EPA Region 8 Start program, commercial, oil & gas and fuels programs. Over 6.5 years of experience in daily cost tracking/project controls on large construction and multiple, time-sensitive, cost reimbursable projects for USACE Omaha Special Projects.

- Rapid Response Lake Whitney Dam Embankment Repair. Provided efficient and accurate vouchering of subcontractor invoices, keeping them processed and flowing daily. Lead for writing expense reports for the crew's per diem and hotel expenses. (Aug. 2017)
- Rapid Response V HTRW Program, USACE Omaha, Project Cost Tracker. Provided project setup/budgeting support on 6 CPFF CLIN's using Weston's DCAA-approved accounting system. Provided weekly cost control reports for Peterson AFB project. Provided support to PM's on project estimates to complete. (Jul. 2016)
- El Centro Fuel System Repair, El Centro NAF, CA, USACE Omaha, Onsite Project Cost Tracker. Daily cost tracking for 10 staff, 9 subcontractors, 14 vendors, and completed daily client reports. Vouchered/ Verified contractor invoices and employee expense reports. Assisted with document management. Continued support of team and client with weekly reports during project close-out. (Oct. 2015 – Nov. 2015)
- Emergency Levee Repairs, Missouri River, USACE Omaha, Onsite Project Cost Tracker. Tracked 110+ personnel, 33 subcontractors, and 110 vendors across six work sites. Completed daily cost tracking, including preparation of client reports, time reporting, expense verification, accounts payable, certified payroll, and cost reconciliation. Provided weekly cost comparison/cost variance report capturing all committed/expended costs to compare forecasted total to cost with budgeted cost. Developed an expedited invoice approval process which reduced questions/approval time from weeks to hours. Once process was identified as a best practice, provided instruction to other contractors. (Aug. 2011 – Sept. 2015)

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VOLUNTEER ACTIVITY

American Red Cross Volunteer
2003 - Current

Community, Schools and Children
Activities
2000 - Current

EXPERIENCE continued

ACCOUNT MANAGER

MORAN EMPRINT / June 2007 – Aug. 2011

Responsible for daily contact with Material Managers, buyers and Health Information Managers of over 42 hospitals, in addition to their clinics, home health and hospice agencies, nationwide. Responsibilities include forms management, creation, revisions, and conversion to electronic forms, warehousing, pricing and production of forms, processing of daily account orders, and account follow-up. Additional duties include, new account managers and workflow administrative assistants training, daily communications with current and prospective accounts, weekly report management and overall customer support and relations. These responsibilities encompass the ability to communicate effectively with accounting, shipping, production and client departments, for our client and our company, to assure that the needs of current and future accounts are met.

CUSTOMER SERVICE REPRESENTATIVE

COPY GRAPHICS, INC. / Feb 2001 – June 2007

Hired as receptionist. Quickly promoted to office Assistant Manager. Responsibilities included multi-line phone operations, accounts payable/receivable, monthly sales reports, equipment invoicing, customer service contract reports and contract renewals for all Copy Graphic locations.

November 2003 promoted to Customer Service Representative. Responsibilities included continuous support to sales staff. This included installation and training on new/current equipment or software for sales staff and customers, daily follow-up with accounts, sales calls on potential new accounts, continuous training on new and current product lines within our company. Responsible for training of new sales executives. This training included full product knowledge and paperwork required to implement a successful sales process. Available to sales staff and customers to answer billing, contract or technical questions relating to proper use and performance of equipment or software. This position required efficient use of Microsoft Office, Soaring and OMD software. Position also required meeting or exceeding monthly sales total, cold calls, and follow-up quotas.

References available upon request