

Terry Wynne O'Brien
Fairfield, California 94534
E-mail: terryobrien80@hotmail.com - Telephone: (707) 384-3585

Skills/Abilities:

Computer

- All Microsoft Office, Google Suite, QuickBooks, Autotask, PayPal, Great Plains, Salesforce, Successware 1, ServiceTitan, Sage, and EDMS document control systems, HTML
- Inventory control, document control, databases. Social Media, Facebook, Twitter, Yelp

Clerical/Front Desk

- Data entry: 4900 SPH, Typing: 30 WPM, General office skills, office equipment
- Time Management, Invoicing, AR, support, Dispatching, Front Desk administrative.

Work Experience:

Jan 2020 – Mar 2020: The Professional Tree Care Co. Position: Assistant Bid and Contract Mgr:

- Research, facilitate and track bids
- Manage bids and contracts databases
- Track meeting dates, due dates, etc., Post-bid project coordination

Sep 2019 – Dec 2019: Gold Star Foods. Position: Transportation Clerk:

- Dispatching, Dock Bay Verification, Shipment tracking
- Assisting Drivers in the Field, Standard Administrative Assistant functions

Mar 2018 – Jan 2019: Advanced Trenchless, Inc. Position: Administrative Assistant:

- Customer service, call center, Billing, Invoicing, AP/AR support
- Marketing, Social Media, Yelp, Advertising, IT assistance
- Inventory management, Dispatching using ServiceTitan, various other clerical

Jan 2016 – Mar 2018: All Weather Heating, Air & Solar. Position: Marketing & Advertising Mgr:

- Social media and website support, Marketing, Advertising
- High volume call center, customer service
- Dispatching, customer support, various clerical and office tasks

Aug 2013 – Jan 2016: The TBWS Group. Position: Member Support Representative:

- High volume call center, PayPal Billing, heavy Salesforce use
- B2Business Sales, Member Support and Website Content updating

Mar 2012 –Jul 2013: La Mariposa Nursing Facility. Position: Business Office/Records Asst:

- Collections, posting payments, insurance verification
- Medical records filing, retiring of old files, Receptionist desk relief

June 2007 - July 2009: Bayer HealthCare. Two Positions:

- **Records Control Assistant II:** In the QARC Dept, tracked document status, moving, archiving, and filing pharmaceutical product files for both Bayer HealthCare and Novartis
- **Documentation Assistant II:** Formatted and edited documents, Uploaded revisions into Bayer's EDMS. I coordinated the review and approval of Controlled documents

Education:

- Armijo High School, Fairfield, California - Graduated with Diploma
- Solano Community College, Fairfield, California - Political Science