

Kimberly Carmichael

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ADMINISTRATIVE ASSISTANT / SALES SUPPORT

Profile

Astute, reputable administrative professional with 15+ years of experience managing business relations and special projects for Sales teams and senior managers. Serve as primary point of contact and liaison between sales, accounting, executives, associates, clients and vendors. Possesses strong attention to detail, initiative, problem solving skills and judgment. Keen ability to multi-task and prioritize high volume demands. Maintains a high level of confidentiality.

Key Skills

- ◆ Report Preparation
- ◆ Vendor Management
- ◆ Billing/Invoicing
- ◆ General Office Skills
- ◆ Data Analysis
- ◆ Customer Service
- ◆ Scheduling
- ◆ Marketing & Sales
- ◆ Special Projects
- ◆ Financial Support
- ◆ Front-Office Operations
- ◆ Professional Presentations

Professional Experience

COMMUNICATION: SALES SUPPORT/CONTRACT SPECIALIST

- ◆ Ensured corporate clients (F500 to middle market sized companies) received proper support.
- ◆ Drafted lease documentation and funding from \$100MM – \$25MM
- ◆ Supported Sales Reps by documenting terms of agreements. Sent out UCC filings, procedure insurance certificates and processed purchase orders.
- ◆ Identified and implemented cost savings by streamlining the documentation process.
- ◆ Collaborated with Accounting team to bill the customer for rental payments.
- ◆ Ensured payments were complete for funding/loans required by various lenders.
- ◆ Organized, scanned, and archived documents.

CUSTOMER SERVICE/PROBLEM SOLVING

- ◆ Oversaw front-office operations and provide impeccable customer service
- ◆ Developed positive relationships with customers, vendors, and lenders.
- ◆ Processed purchase orders and worked with clients to ensure accuracy.
- ◆ Partnered with banks/lenders to fund vendors and complete final loan documents.
- ◆ Created several process improvements resulting in reduced errors and cost savings.

DETAIL MASTERY & ORGANIZATION

- ◆ Designed a “deal snapshot” of current deals in progress in order to more accurately track payments.
- ◆ Met or exceeded deadlines, ensured on time delivery for all key deal components.
- ◆ Managed all aspects of day-to-day operations for Sales teams.
- ◆ Supported Sales Reps, tracked shipments, maintained databases.
- ◆ Assisted with preparation of training tools.
- ◆ Implemented marketing promotions, worked to complete fulfillment requests as generated by marketing teams.

Employment History

MERRIMAK CAPITAL COMPANY – Novato, CA
Contract Specialist (1999-2012)

PANAMAX, INC. – Petaluma, CA
Administrative Assistant for Sales, Marketing, and PR (1990-1998)

Education/Technical Skills

COLLEGE OF MARIN – Kentfield, CA - Contemporary Advertising

MS OFFICE, QUICKBOOKS, ACT DATABASE, UCC FILINGS though iLEAN SOFTWARE, T-VALUE SOFTWARE, WINDOWS