

CYNDI L. SMITH

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SUMMARY

Results oriented professional with over 30 years' experience. Expertise includes building relationships with vendors, sales representatives, and dealer representatives and negotiating payment terms with vendors as well as customers. Business background as well as teaching. Have strong knowledge Microsoft Word, Publisher, Excel, Outlook, Quickbooks and Quicken.

WORK EXPERIENCE

Syracuse University (BBI)

December 2011 – Present

SE ADA Project

SE TACE Project (Project ended March 2015)

Program Manager

October 2015 - Present

- Office manager
 - Maintain monthly budgets
 - Reconcile monthly travel/credit card statements for staff and non-employed travelers
 - Invoice reconciliation
 - Information tracking spreadsheets and reports
 - Office supplies
 - Answer morning phones
- Fiscal liaison between project and SU/BBI
 - Ensure that all outgoing Project funds are in compliance to SU and Federal standards
 - Work with vendors to create contractual vendor agreements.
- Administrative support to Center's Project Director
 - Represent the SE ADA Center and Project Director at meetings/events.
 - Plan local, regional, meetings/exhibits.
 - Represent Center's interest in local business meetings
- Basic ADA Technical Assistance
 - Provide callers with basic information on the ADA Law
 - Disseminate information as requested by callers or TA specialists.
- Maintain office equipment including basic IT support

Office Manager

December 2011 – October 2015

- Maintain monthly budgets
- Reconcile monthly travel/credit card statements for multiple employees
- Invoice reconciliation for two grant projects (SE TACE ended 03-31-2015)
- Data collection entries
- Information tracking spreadsheets and reports
- Office supplies

Cobb County Schools

January 2010 – November 2011

Student Teacher

- Create diverse lesson plans integrating the latest technology
- Teach 6 classes a day (Two 6th grade and four 8th grade Science)
- Meet with parents and students to discuss progress

Substitute Teacher

JOA, LLC -

March 1991 – December 2009

MRAA (Marine Retailers Association) #29 boat dealership in the nation with 15 to 20 million dollars annual revenue.

Senior Office Manager/Executive Assistant

(Jan 2003 – 2009)

Daily reports to executive management (Chairman, CEO and President). Monitor compliance to company policy by all employees.

- Maintain daily reports detailing daily, weekly and monthly cash flow.
- Maintain continuous flow of customer deposits, trade payoffs, and payments.
- Create and maintain agenda calendars for executive management.
- Create agendas for sales and service meetings.
- Coordinate meetings and schedules of President
- Travel arrangements and itineraries for all departments as well as executive staff.
- Liaison between employees and executive management
- Hold training sessions to instruct personnel on the dealership's software product *IDS*.
- Liaison between 401K brokerage firm and employees participating.
- Maintained building maintenance records and verified OSHA regulations.
- Handle customs relations on international shipments.

Accounting Manager

(Jan 2003 – Dec. 2009)

Supervise accounting department. Resolve concerns in both A/P and A/R on past due balances, payments, and credit balances. Monitor company expenses to keep company on budget.

- Build strong relationships with vendors allowing smooth and trustworthy operations.
- Transfer funds domestically and internationally.
- Verify all invoices submitted by vendors.
- Enter all invoices into general ledger.
- Reconcile all vendor accounts and resolve and discrepancies or disputes.
- Maintain balances and record customer payments of all A/R.
- Correspond with floor plan companies to have trades added to floor plan.
- Reduce company expenses by identifying problem area spending and verifying/approving all expenses.
- Maintain departmental petty cash, expense records, manually reconciled receipts and completed check requests for cash reimbursements.
- Manage off-site record storage for multiple company locations
- Maintain all records on company vehicles, including insurance and tags.
- Maintain all company office equipment.
- Order and maintain off site locations office supplies
- Updated new system in regards to company's Chapter 11 status.
- Coordinated with banks, vendors, and legal team in regards to all financial decisions regarding payments and accounts during Chapter 11.

Human Resources Manager

(Oct. 2008 – Dec. 2009)

- Maintained all employee records
- Filed all payroll entries (including taxes and deductions).
- Maintained all payroll records
- Maintained all tax records
- Updated new employees and terminated employees
- Maintained all benefit package records.
- Liaison between employees and benefits company

Personal Assistant to Chairman

(1994 – Dec. 2009)

Coordinate Chairman/Owner of company with various aspects of personal life, including all personal finances, correspondence, house-sitting, and teen-care.

- Maintain personal expenses with Quicken (including handling of all payments)
- Maintain personal home while out of town.
- Handle all personal mail
- Complete Power of Attorney for personal expenses and other decisions.
- Worked with personal banking and legal counsel while out of town.

Warranty Administrator

(Sept 1991 – Sept 2007)

Took non-existing aspect of company and created department that generated over 500K in revenue. Filed all claims to corresponding manufacturers for all locations and ensure all parts returned.

- Inspected all inventory to find warranty for service departments.
- Filed warranty claims with manufacturers, ensuring the company the maximum returns.
- Worked with manufacturers to obtain authorizations for work needed.
- Corresponded with customers on items not covered by manufacturer.
- Negotiated with manufacturers for payments.
- Created and maintained reports of daily, monthly and yearly warranty accounts. (Company's largest A/R).
- Completed all paperwork for final sales deals for customer's signature.
- Created a system so streamlined that the process could be turned over to the individual service departments.

Service/Parts Clerk

(Sept 1991 – April 1998)

Support system for Service and Parts management

Receptionist

(March 1991 – Sept 1991)

Answered multi-line phone for sales and service. Front office greeter.

EDUCATION

Gainesville State College, Gainesville, GA.

AA Social Science

Graduation: 12/1996

Grand Canyon University, Phoenix, AZ

Bachelor of Science (Summa Cum Laude)

Graduation: 04/1996

TECHNICAL EXPERIENCE

Microsoft Word, Excel, PowerPoint, Publisher, Outlook, Quicken, Quickbooks.

IDS (*Integrated Dealer System*)

References Available Upon Request