

AIRA [REDACTED]

[REDACTED]

[REDACTED]



OBJECTIVE

Detail-oriented and resourceful professional with experience in Contract Administration, Collections, and Customer Support, seeking to contribute my skills in a dynamic organization. Committed to delivering high-quality results, improving operational efficiency, and supporting team goals.

EXPERIENCE

Contracts and Financial Operations Specialist

[REDACTED]

June 2023 – May 2025

- Managed confidential legal contracts and financial documents in the CRM and contract management system.
- Facilitated contract workflows to support timely updates and compliance.
- Handled accounts payable and addressed billing issues promptly.
- Processed a high volume of invoices regularly; managed approvals and payments efficiently.
- Tracked and recorded employee credit card and expense reports, ensuring policy adherence.
- Assisted with budget tracking, identifying variances, and supporting financial reporting.

Contracts Administrator

[REDACTED]

May 2021 – May 2023

- Supported a U.S.-based company specializing in HVAC and commercial foodservice equipment repair.
- Drafted, reviewed, and entered legal customer contracts and purchase orders (POs) into the CRM system.
- Logged key contract details such as services, timelines, pricing, renewals, and expirations.
- Maintained accurate records for compliance and reporting using Excel.
- Coordinated with dispatch and departments via email for service schedules.
- Performed precise data entry and contract administration.

Chat Support Advisor

[REDACTED]

August 2020 – March 2021

- Assisted customers via chat with hardware, software, billing, and account issues.
- Delivered clear, empathetic support to resolve inquiries quickly.
- Handled multiple chats at once while maintaining attention to detail.

- Documented cases accurately and coordinated with teams for escalations.

Collections Specialist

July 2019 – August 2020

- Managed overdue credit card accounts, negotiating payment arrangements with customers thru inbound and outbound calls.
- Conducted account reviews to ensure compliance with company policies and regulations.
- Processed payments accurately while maintaining detailed customer interaction records.
- Delivered professional and empathetic communication to resolve delinquent accounts.

EDUCATION

Bachelor of Science in Biology

June 2019

President's and Dean's Lister (Multiple Semesters from 2015 to 2019)

GPA: 92.20

SKILLS

- Contract Management & PO tracking
- Reliable, Detail-oriented, Punctual
- Invoice Processing
- Time Management & Multitasking
- Customer Service/Support
- Strong Verbal and Written Communication
- Data Entry & Record Keeping
- Adaptable & Quick Learner
- Computer Literate & Organized

TOOLS & SOFTWARE

- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Google Suite (Docs, Sheets, Gmail, Calendar)
- CRM: Microsoft Dynamics GP (CRM), Davisware, StavPay
- Canva & DocuSign
- Invoice & Vendor Management Platforms: Corrigo, Verisae, Service Channel, Ariba, Coupa
- Accounting & Expense Management: QuickBooks, Ramp, StavPay
- Communication and Collaboration: Slack, Zoiper, Ring Central, Email Platforms (Outlook, Gmail)

CERTIFICATE

- Teaching English as a Foreign Language (TEFL)

CHARACTER REFERENCES

References available upon request.