

LYDIA E. ROBLES  
363 Getty Avenue ✪ Paterson, NJ 07503  
lily.flower.363@gmail.com  
862.264.6860

## OBJECTIVE

To obtain a position in which I am able to provide continuous effort to improve communication and operations while arriving at an opportunity to utilize my skills and experience with endless opportunities to learn, grow and advance.

2012-Current

## COMMUNITY LIAISON

- Advocate Daily on behalf of citizens with no limitations.
- Communicate between departments and organizations to ensure action, cooperation and supports are provided.
- Maintain contact and communication with persons who are of assistance.
- Develop constructive and cooperative working relationships as well as maintain them over time.
- Participate in activities to bring awareness of resources for citizens.

2007-Current

## COMMUNITY ACTIVIST

- Housing
- Healthcare
- Utilities
- Disability
- Public Policy
- Environmental Protection
- Safety Precautions
- Prevention Measures
- Job Placement

2000-2007

Sylvan Paper Corporation

Englewood Cliffs, NJ

## BILLING MANAGER

### Responsibilities:

Prepare all "direct" billings for the company. Process all orders, stock and directs, through point of sale (i.e. inventory, billing, systems tracking, reporting, minimizing costs and cost tracking). Decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service. Gather and verify all information needed for daily billings. Receive inventory of received items in SBT (Accounting System). Work with Inventory Manager to resolve inventory issues/adjustments.

### Duties:

Enter Purchase Orders (POs) in SBT. Upon receipt, adjust POs to correspond billing information which would be based on a signed Bill of Lading, vendor invoice, trucker invoice, warehouse receipts, verbal information from the customer and/or vendor, a vendor packing receipt or scale ticket. Prepare all "Manual" invoices for the Accounts

Payable Department. Verify accuracy of the "Manual: invoice amount to actual cost of paper on vendor invoice for instant approval. Approve converting, vendor and trucker invoices.

2000-2007                                      Sylvan Paper Corporation                                      Englewood Cliffs, NJ  
INVENTORY CONTROLLER

**Responsibilities:**

Research and resolve inventory discrepancies to protect and ensure accuracy of paper inventory in order to expedite the billing process.

**Duties:**

Reconcile inventory in SBT to converting plant warehouse perpetual inventory weekly. Utilize MS Excel to download items from SBT, which include lot and quantity information onto spreadsheets to calculate variances and reconciliation results. Determine discrepancies and the nature of differences. Conclude whether adjustments should be documented and whether to file a claim against the public warehouses for product shortages.

Research and resolve discrepancies (i.e. lot number, quantity, product, etc.) between the order request and the information of what actually shipped so that billing can proceed. Resolve daily billing roadblocks that occur when warehouses report shipments from product locations that do not show as available in the SBT inventory as well product that SBT inventory show as available and warehouses show as a balance zero.

Enter received product items in SBT inventory in addition to receipts of product transfers between public warehouses. Research and resolve discrepancies between the shipments from the first warehouse and receipt by the second warehouse prior to transferring information into the SBT system.

Communicate with public warehouse personnel, from customer service representatives to facility managers, to resolve discrepancies between SBT inventory records and warehouse inventory records.

Provide back-up and support to the Inventory Controller Manager as needed.

2000-2007                                      Sylvan Paper Corporation                                      Englewood Cliffs, NJ  
CUSTOMER SERVICE / INSIDE SALES

**Responsibilities:**

Assist with in-house sales; handle all Spanish-speaking accounts and assist outside salesmen with orders as well as verifying inventory. Supervise overall day-to-day orders of the company. Professionally and courteously aid with special request, customer complaints, delivery issues, and warehouse inventory/production. Support and assist employees through quality leadership and effective performance management.

**Duties:**

Receive verbal or written orders and process picking tickets for shipment or release. Enter all Sales Orders (SOs) in SBT. Verify consistency and correct data entry of events scheduled. Update database. Adjust SOs to correspond to the released inventory from warehouse with the item(s) in SBT. Calculate all extensions for profit/loss on all orders.



2000-2007  
COLLECTIONS:

Sylvan Paper Corporation

Englewood Cliffs, NJ

**Responsibilities:**

Process applications for credit and solicit payment on overdue invoices. Monitor Account Receivables while being fully aware of customer payment arrangements, hence determining which customers need collection calls. Schedule follow-up calls, enter collection call information, and track customer commitments. Frequently remind customers that accounts are being monitored closely to encourage customers to pay on time. Discuss financial difficulties with customers and recommend alternative repayment options. Having the skills needed to eliminate excuses for non-payment enables more focus spent on helping customers remember their promises.

**Duties:**

Evaluate individual customer sales and payment performance. Identify which customers owe money and payment due date. Systematically attend to customers in need of payment terms assistance. Keep record of customers who have made a commitment and to what obligation. Review past notes to recall conversations of what was discussed on past collection calls. Determine how frequently follow-ups need to be made with each customer.

Access invoice details in order to answer customer questions and concerns. Reassess and record the status of outstanding invoices during collection calls. Recognize which customers have exceeded their credit limit. Determine if withholding of future credit to customer is necessary.

2000-2002  
BOOKKEEPER:

Sylvan Paper Corporation

Englewood Cliffs, NJ

**Responsibilities:**

Manage the purchases, sales, and commission of North American Paper Company.

**Duties:**

Verify receipts with purchases and log information in ledger pads to facilitate manual inventory deductions.

**QUALIFICATIONS:**

Q & A Specialist. Strong supervisory and management skills, including employee performance supervision, staff training, and project management, exceptional written and verbal communication skills with analytical ability to research and resolve discrepancies. Solution oriented problem solver, with the ability to identify and resolve issues that lead to lost revenue or increased bad debt and increase customer satisfaction.

**STRENGTHS:**

Flexible and adaptable to a changing work environment. Exceptional quick learner, team player, organized, accustomed to meeting deadlines, extreme attention to detail, general business awareness, exercise good judgment, highly personable with general accounting knowledge including a strong mathematics background. Perform other duties and projects as assigned, which include discipline in other functional areas to cover absences or relief,

balance out peak work periods as well as equalizing workloads. Not hesitant in undertaking greater responsibilities over a period of time.

**COMPUTER SKILLS:**

In addition to solid, effective and efficient computer skills with Internet communications comfort, I have the ability to learn new proprietary systems quickly and other database applications. (Microsoft Office – Word, Excel, Power Point)

**EDUCATION:**

SEPT 2005 – DEC 2005

BA: Psychology

MONTCLAIR STATE UNIVERSITY

UPPER MONTCLAIR, NJ

SEPT 2002 – MAY 2005

AA: Psychology

PASSAIC COUNTY COMMUNITY COLLEGE

PATERSON, NJ

***National Honors Society:***

Chi Alpha Epsilon

Phi Theta Kappa