

Shelley Martinez
780 Calle Entrada • Fountain • CO • 80817
Cell: (719) 459-6881 • martinezsr780@gmail.com

Objective

To obtain a position in the administrative field that will allow me to utilize my skills.

Education

Associated of Applied Science	Major: Business Administration
Pikes Peak Community College—current	Minor: Executive Assistant
Estimated Graduation date August 2012	
Associates of Applied Science	Major: Legal Assistant
Pikes Peak Community College--1996	

Computer Skills

Microsoft Office 2010--Excel, Word, PowerPoint, and Access
Research Tools—Internet Explorer, Google

Experience

Ford Motor Company, Colorado Springs, CO, March 1999 –March 2010

Dealer Credit Analyst: 3 years

Administrative/Executive Assistant: 2 years

Skip Customer Service Representative: 2 years

Insurance/Impound Specialist: 2 years

Customer Service Representative: 2 years

- Reconciled financial spreads of balance sheets and income statements
- Monitored and analyzed credit risk/exposure
- Developed action plans, follow-up on progress of action plans
- Reviewed and executed legal documentation to mitigate risk
- Coordinated, gathered, updated and maintained formal/informal information and disseminated across the sales teams, business center and central office organizations
- Investigated skip accounts that could not be found through regular collections
- Collected past due payments from the customer
- Worked with outside repo agencies to locate and recover vehicles
- Processed insurance claims
- Applied insurance checks to customer accounts
- Cancelled warranties and applied funds to correct accounts
- Worked with impound lots to release vehicles to customers, outside agencies and insurance companies
- Worked for the Collections Center Operations Manager
- Scheduled meetings, prepared travel arrangements for Managers, and ran various reports for the department
- Assisted customer's by processing extensions, due date changes, and personal information changes on the account

- Processed all legal documents required by individual state
- In 2009 I completed green belt training through Ford Motor Credit and obtained my 6 Sigma Green Belt Certificate
- Completed all training and earned my certified in credit packages, financial analysis and risk, and sales and dealer relations

Pikes Peak Community College, Colorado Springs, CO Aug 1993—March 1999

Accounting Technician I: 3 years

Administrative Assistant I: 3 years

- Customer service
- Reconciled daily balance sheets
- Prepared Wells Fargo Bank drops
- Applied payments to student's accounts
- Prepared notices to students that had an outstanding tuition balance
- Prepared schedules for office staff
- Completed audits of all departments on a fiscal year end basis
- Managed a candy store and a café within the college with a total of 12 employees
- Ordered supplies on a weekly basis for the candy store and the café
- Prepared schedules for the staff
- Interviewed individuals for new positions

Activities

International Association of Administrative Professionals (IAAP), Pikes Peak Region, 2012

Juvenile Diabetes Research Foundation (JDRF), served on committee for 8 years, 2002 to 2010

Susan G. Komen Breast Cancer, served on committee for 3 years, 2008 to 2011