

Kerry Aiton
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I am a strong candidate for employment that has 30 years of relevant experience in an office environment, working for the largest hauling and recycling company in the Waste Industry. My skills are working with a variety of internal departments, such as Customer Service, Billing, Accounting and Operations. I am seeking an opportunity to utilize my above mentioned skills.

Summary of Qualifications:

- ◆ Managed an office of thirteen employees while leading them through a company transition and new computer system.
- ◆ Achieved high level scores as a Supervisor on the yearly Employee Engagement survey results from the Setup/Billing department team.
- ◆ Organized and planned within my department to meet Customer Service standards while working with high volume of data entry and achieving optimum productivity levels.
- ◆ Provided ongoing training and mentoring to all employees while developing and documenting new policies and procedures into employee handbook.
- ◆ Rolled out new productivity tracking spreadsheet for twenty employee's weekly, monthly and yearly reviews that allowed them to monitor their progress to further develop their strengths and weaknesses.
- ◆ Selected to Coach Lean Team event and successfully streamlined company Welcome Packets from manual mailings to sending online to customers, saving approximately \$34,000 + annually.
- ◆ Computer Literate: Windows XP; MS Word, MS Excel, Outlook, AS400, KRONOS/Peoplesoft and Access 2010 Basics.

PROFESSIONAL EXPERIENCE

Waste Management
13225 NE 125th PL
Kirkland, WA 98034

1980-2011

2009-2011

- **Setup Supervisor.** Directly supervise a team of 20 employees in the Setup/Quality assurance department while coaching and mentoring to create strong working relationships across all departments. Respond timely to internal and external, concerns, requests and issues. Provide monthly productivity tracking to ensure goals are met. Administer company policies for attendance, tardiness and performance reviews. Interview and hire qualified candidates. Review and sign off on weekly payroll and track attendance and paid time off accruals. Provide monthly work schedules and revise when needed to accommodate workflow.

2002-2009

- **Customer Service Supervisor.** Supervised a team of 20 Customer Service Representatives with an indirect report of 40 other Customer Service Representatives. Respond to escalated customer complaints and concerns by phone or written communication. Respond to internal customers with any issues or concerns that may arise in a professional and timely manner. Correspond with Washington Utilities and Transportation Commission (WUTC) and Better Business Bureau (BBB) when customer complaints needed investigating, respond back with resolution. Manage and report out to the team daily phone statistics to track progress to ensure goals are met. Conduct and led team meetings to provide training on new procedures to prevent negative customer impact. Motivate, coach, counsel and discipline all employees on my team when necessary. Provide quality monitoring of customer calls with each Customer Service Representative while providing positive feedback and coaching as needed. Interview and hire qualified candidates. Maintain payroll and approve weekly timecards with a final approval.

2000-2002

- **Office Manager.** Managed the South Sound district employees that included billing, operations support, dispatchers and customer service representatives. Directly involved with administrating monthly billings which included balancing payments, disposal tickets, City reporting, generate billings, printing reports and preparing invoices for mailing to customers. Led a team of 16 employees from a RICS billing system to MAS

AS400 database while providing training and maintaining a positive and productive work environment. Interviewed and hired qualified candidates. Maintain payroll and approved weekly timecards for final approval.

1994-2000

- **Accounts Payable Supervisor.** Managed a team of 3 in the Accounts Payable department that led to efficient and accurate weekly and monthly financial deadlines. Daily distribution of a large volume of reports to Financial Staff Accountants. Selected to assist on several special projects which involved data entry within the accounting department while maintaining daily workload.

1992-1994

- **Accounts Payable Clerk and Payroll Administrator.** Processed large volume of invoices efficiently and accurately. Communicated effectively with external vendors with any related issues, concerns or requests. Weekly filing of all invoices. Monthly preparation of accounts payable accrual. Weekly payroll for Operations which included drivers, personnel and Senior Management. Review garnishments and union dues. Processed monthly expense reports.

1980-1992

- **Data Entry/Billing Supervisor.** Managed a team of 3 in the Data Entry department that processed and printed Accounts receivable billing invoices and reports for 12 Districts.

PROFESSIONAL DEVELOPMENT

- Annual/Quarterly Front Line Leadership Skill Training
- Conflict Resolution Training
- Effective Interview Training
- Dale Carnegie (12 week Manager training course)
- Effective Feedback and Coaching
- Effective Year End Review coaching and feedback
- Developing and Mentoring Employees

References are available upon request.