
Andrea N. Le

3200 Perch Dr. SW Marietta, GA 30008
(760) 481-5326 | LeAndrea06@gmail.com

Summary

Highly motivated, solution driven, creative, and energetic professional skilled in operations, qualitative and quantitative analysis, business communications, team collaboration, office administration, accounts receivable, with proven ability to work in fast-paced environment. Proven ability to manage diversified office operations and administrative functions, manage events, offer assistance internally with upper management, peers, and clients externally.

Skills

- Data analysis and research
- Operations management
- Process improvement
- Project management
- Microsoft Office: Word, Outlook, Excel, PowerPoint, Teams
- Gantt Chart
- AutoCAD
- Strategic & Operations Planning
- Strong verbal & written communication
- Organization and efficiency
- Strong problem solver
- Strong interpersonal skills
- Customer relations
- Resolving discrepancies
- Multitasking and prioritization
- Administrative support
- Public Notary

Experience

05/2017 - Current

Waldon Adelman Castilla Hiestand & Prout – Atlanta, GA

- **Executive Assistant to COO & Partners** - Developed and implemented intake process for delegation of new Litigation and Limited Liability Release assignments (2016), Operations management, HR employee onboarding/offboarding, delegation of new client intake, vendor relations
- **Front Office Supervisor**- Supervise all aspects of front reception, personnel, schedule meetings, record maintenance, oversee procurement of firm supplies, products and equipment, invoicing, check deposits
- **Intake Specialist**- Open 100+ new files a week using Practice Master Software, Accounting and Billing support using Tabs3 software, new business inquiries, Conflict of Interest search, data entry, manage partner, attorney and paralegal timesheets

10/2016 - 05/2017

Shred-It – Marietta, GA

- **Accounts Receivable Analyst** - Maintain A/R portfolio, business to business collections, debt reconciliation, payment processing, maintain relationships between customers and branch, utilize SAP system for documentation and research, escalate/submit customer disputes cross-divisionally, utilize Daily Sales Outstanding Report to measure productivity for the month, execute weekly reports to the management team
- **Culture Ambassador** - Coordinate team building exercises/activities, create a positive and spirited work environment for peers

- 10/2015 - 10/2016 **RentPath LLC – Atlanta, GA**
- *Accounts Receivable Analyst* ACE Award-Top A/R collections (2016), utilize the Google Drive and Salesforce to share data, customer service, business to business debt collections, maintain multiple A/R portfolios in various markets, maintain relationships between Clients, Sales Reps and District Sales Managers, schedule/facilitate weekly market calls, utilize KPI reports to measure self-productivity, reconcile client disputes, meet monthly goals and deadlines
- 10/2013 - 07/2015 **Monterey Financial Services Inc. – Oceanside, CA**
- *Finance Team Lead* - Manage team workflow and productivity, delegate A/R portfolios to collections dept., administer new hire and seasoned representative training evaluations
 - *Account Representative II* - Top Fee collector (2013-2015), 3rd party debt collections, meet monthly goals, inbound/outbound/IVR calls, accept/decline Consumer Credit Consolidation proposals, skip tracing, resolve customer disputes and complaints, handle escalated calls/supervisor calls, monitor and analyze KPI reporting, team and department productivity, schedule and conduct monthly meetings with Finance Manager and Supervisor, delegate task and strategize with team members when training is to be applied
- 04/2007 - 10/2013 **Footlocker – Carlsbad, CA**
- *Store Manager* - Western Rookie Manager of the Year (2013), Maintained top sales in accessories in western district consecutively (2011-2013), hiring/recruiting, conduct monthly training, conducted individual/group interviews for multiple store locations, onboarding/offboarding, Financial Income Statement, budgeting, expenses, profits, weekly conference calls with District Manager
 - *Inventory control specialist* - Stock inventory, shrinkage of less than .03%, inventory control audits
 - *Visual merchandiser* - Travel San Diego County stores to assist with displaying store fronts
 - *Sales Associate* - Customer service, retail strategizing, engage in customer experience

Education

Kennesaw State University - Kennesaw, GA

Industrial Engineering Technology

- *Six Sigma Green Belt*
- *Pending B.S. Industrial Engineering (Spring 2024)*
- *KSU President's list (Summer 2023)*

Chattahoochee Tech. – Marietta, GA

Interdisciplinarity Studies: General Education

- *Associate Degree General Education*

Kaplan University - Vista, CA

Dental Assistant Program: Dental Assisting

- *High Honors-Summa Cum Laude, Perfect Attendance*