

# **MICHELE A. DISCENZO**

1475 Remsen Rd.  
Medina, Ohio 44256  
Phone 330-419-0432  
E-mail: Reddragster1226@aol.com

## **WORK EXPERIENCE:**

**2006 - 2009 OFFICE MANAGER Deerpath Int'l. / Deerpath Corp. Sharon Center, Ohio**

- Oversee daily office operations and duties of two companies being simultaneously run from the same location.
- Direct supervisor to the receptionist/secretary.
- Responsible for all aspects of office functions including Accounts Receivable, Accounts Payable, Payroll and Personnel, Union Reporting, and General Office duties.
- Computer proficiency includes Word, Excel, Outlook, Foundation, ADP, and Quickbooks.
- Work closely with Management, Corporate Office, Estimators, and Field Supervisors, as well as customers and vendors.

**2000 – 2006 ADMINISTRATIVE ASSISTANT Superior Erection Company Richfield, Ohio**

- Accounts Receivable – responsible for all customer billing including AIA, certified payroll and lien waivers, posting of customer payments, preparation of bank deposits and calling customers on past due invoices
- Accounts Payable – responsible for receiving and computer entry of incoming bills to be paid, generating checks for payment and posting in computer, balance monthly bank statement
- Payroll and Personnel – duties include paperwork for new employees, weekly time sheets preparation, weekly payroll using ADP payroll service, generating layoff checks for field employees, reporting unemployment information and monthly union reporting
- General Office – type professional bids and quotations, prepare any necessary bid documents for government quotations, general filing, professional phone answering, report on upcoming government projects posted via computer email
- Other –responsible for year end preparation for company accountants and yearly insurance audit preparations.

**1998 – 2000 ACCOUNTS RECEIVABLE North Gateway Tire Co. Medina, Ohio**

- Balanced daily cash receipts and prepared retail/wholesale bank deposits
- Posted checks to clients accounts
- Reviewed credit applications and approved orders of tire shipments and industry products
- Responsible for collections on past due accounts

**1997 – 1998 TRAVEL CONSULTANT Medina Travel Medina, Ohio**

- Assisted and consulted corporate and leisure clients with flight information
- Reserved car and hotel accommodations
- Booked domestic and international air, land and sea travel
- Computer skills - Sabre

**1994 – 1997 CUSTOMER SERVICE REPRESENTATIVE Trans World Airlines Cleveland, Ohio**

- Assisted approximately 200 passengers per day at the ticket counter and departure gates for Domestic and International flights
- Created ticket reservations and was responsible for ticket purchases and exchanges
- Investigated, identified and expedited customer complaints
- Worked in flight operations and was responsible for weights and balances of the aircraft
- Had the ability to work within rigid FAA Security procedures
- Computer skills - Worldspan

## **EDUCATION**

1994 Airline training for Trans World Airlines St. Louis, Missouri

1992 Wilma Boyd Travel and Business School Pittsburgh, Pennsylvania  
- Graduated with Honors Diploma Certificate