

SHANON OSBORN

530.913.1925

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OBJECTIVE Accounting/Customer Service/Administrative Assistant/HR

SKILLS: Access, Advanced Excel, Outlook, Microsoft Works, Accounting 10 key, SAP

EXPERIENCE

Hewlett-Packard/Spherion Roseville, CA **Contract Administrator** 2002-2008

- Account Executive by Management of a 17 million dollar reseller account at Hewlett-Packard Channel Division.
- Senior Contract Analyst rated top 10 for Resellers and Distributors to ensure their operating systems and environments are accurately quoted guaranteed 98% renewal.
- Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, and replace defective components at renewal when necessary.
- Accounting duties by invoicing (A/P), reports, letters, contracts, credit, Accounts Receivable (A/R), cancellation and other documents using word processing, excel, SAP and confidential HP software programs.
- Confer with Internal Partners and network users how to solve existing system problems.
- Ensured 100% of deadlines are met for proper revenue reporting while creating graphs and charts for management.
- Customer Service and Administrative Duties including Filing, Faxing, Answering Phone for executive level customers, Microsoft Office Documents, and Internet Research.

Jim Coleman Company, Inc. Houston, TX **Executive Assistant** 2000-2002

- Assisted the President and Vice President with research, compile data, and prepare papers for presentations. Administrative Duties and back up front desk.
- Make travel arrangements for 45 corporate employees and Distributors while Sponsor yearly ICA shows to Las Vegas
- Filing, Faxing, Answering Phones, Schedule Conference Calls and helped staff with clerical support. Track and organize sales leads threwh Act with corresponding literature.
- Distributor support/ Contact Management for both Domestic and International Sales.
- Trained 150 employees' motivational seminars using AKO. Created a foundation to maximize employee performance.
- Host and prepare Banquets, Christmas Parties, and Award Meetings.

Texas United Management Houston, TX **Human Resource Assistant** 1998-2000

- Managed and maintained Human Recourse Managers presentations, meetings, and correspondence. Attend meetings to record minutes.
- Conducted new employee orientation by greeting, training and information of benefits.
- Documentation of confidential information for 450 employees including: salary changes, performance reviews, attendance records, medical information, and test results.
- Controlled drug screens, background investigations, and driver's license checks.
- Reconciled insurance premiums, union dues, and life insurance policies
- Calculated premium payments and code general ledger for budget purposes.
- Investigated Workman's Compensation claims file and report to the appropriate state.
- Complied with federal, state, and company policies, procedures, and regulations

EDUCATION: Nevada Union High School, Fashion Institute of Design and Merchandise, North Harris Community College.

Completed Course: Fast Track, Accounting I & II, Psychology, English Literature and General Education.