

ANGELA DIPIETRANTONIO
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PROFILE:

Dependable customer service professional with strong administrative skills. Results orientated. Works well independently as well as part of a team.

EXPERIENCE:

NATIONAL CORPORATE RESEARCH, LTD, New York, NY

Client Service Representative/A/R Collections, October 2004-November 2008

- Contacted customers by phone or email regarding overdue accounts and requested payment.
- Responded to inquiries from customers regarding their account.
- Negotiated with clients regarding delinquent accounts resulting in account resolution.
- Assisted with the month-end A/R closing by generating account statements and mailing them out to the clients and other tasks deemed as necessary.

TEMPORARY POSITIONS,

June 2001-July 2004

- Performed assignments for Informa Investment Solutions, The Charles H. Greenthal Group, The Bank Of New York and Liro Group
- Worked in the capacity of client service representative, customer service, secretary and administrative assistant

INFOEDGE, Stamford, CT

Operations/Customer Service Manager, April 1997-May 2001

- Managed company database by updating and entering customer contact information
- Entered all customer orders into MAS90 accounting system.
- Ensured all orders fulfilled in a timely and efficient manner.
- Downloaded and combined bound Internet Technology reports.
- Supervised accounts receivable and successfully collected on overdue accounts.

ATRE ASSOCIATES & ATRE GROUP, INC., Port Chester, NY

Network/General Administrative, March 1995-April 1997

- Connected Antivirus Software, Remote Access and Internet Explorer for full-automated backup.
- Forwarded electronic messaging using Microsoft Exchange Server and Downloaded Internet and CompuServe mail.
- Updated clients' records in company database.
- Revised manuscripts on Microsoft Word and converted into HTML.
- Reviewed drafts of manuscripts, made recommendation, edited final copy for printing and proofread final draft.

EDUCATION:

WBI, White Plains, NY

Certificate Program, Introduction of Microcomputers, August 2003

IONA COLLEGE, New Rochelle, NY

Bachelor of Business Administration, August 1995

COMPUTER

SKILLS:

Operating Systems: Microsoft Windows 2000, 98, 95

Software: MAS90, Goldmine, ACT, Word, WordPerfect, Excel, Netscape Navigator, Internet Explorer, Microsoft Exchange Server 4.0, Microsoft Outlook 2000