Gary C. Steffenhagen Jr.

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| Objective | As a Customer Service Representative, Business Analyst and experienced Bookkeeper I am looking to apply my knowledge and skills in customer service, sales, training, and office support to contribute to the organization's success. My analytical and troubleshooting abilities will assist me in resolving customer issues, both internal and external. |
| Experience | Branch Manager, Airgas USA, LLC - Rochester, NY November 1, 2019 – July 2020   * Manage a three-person store * Processed walk-in, online and telephone orders * Consistently in top three for the Northeast Region for sales and number of walk-in-customers * Responsible for store inventory * Reduced lost revenue by changing a billing decision * Great relationship with my customer base  Accounting Manager / Inside Sales / PurchasingMahany Welding Supply Co. INC - Rochester, NY October 1, 2007 – October 12, 2011  October 14, 2013 – October 31, 2019   * Processed daily invoicing of customers * Processed month end statements * Processed all accounts payable * Assisted with bank reconciliation monthly * Handled all accounts receivable functions * Reduced invoice process from one week to two days while increasing invoice accuracy by 25% * Monthly statement process reduction from five days to one day * Helped reduce year end procedure from three days to less than eight hours, thus decreasing CPA costs * AR/AP/Collections Responsibilities * Increased early pay discounts by 50% * Reduced collection accounts by 25% * Handled purchasing and inventory levels * Responsible for every aspect of online sales * Increased online presence by 75% * Inside/outside sales and sales support to maintain or increase customer base * Assisted the president with just about every aspect of the business (HR, Benefits, cost reduction etc.) * Accurately pulled deliveries for daily truck routes * Invoice review and preparation * Shipping and receiving duties  Carrier Coach, Development Support Team, RAOFrontier Communications - Rochester, NY November 1999 – September 30, 2007  October 17, 2011 – October 11, 2013   * Supervise 16 people in the ICSC Carrier Group * My team met or exceeded daily order quota requirements * Created a way to monitor order information daily (Ability to see order information daily opposed to weekly) * Handled escalations and expedited order requests * Assisted customer service representatives with questions, training, and new product rollouts * Identified a system error costing the company more than $120K per year * While a customer service representative, consistently met monthly sales goals * Assisted customers with product and billing questions. Advised on options available to increase our sales goals |
| Education | SUNY Brockport – Brockport, NY – B.S. Administration  * Maintained a 3.0 GPA * Worked full-time while attending school  Finger Lakes Community College – Canandaigua, NY – A.S. Liberal Arts  * Maintained a 3.0 GPA * Student Trustee for the School Board * Student Association President * Member of various student clubs |
| Skills & Abilities | * Familiar with SAP, AS400, Infonetics billing systems * Proficient with Microsoft Office * Data Analyst Aptitude |
| References | Excellent References Available Upon Request |
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