

# **Cheryl Glass**

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## **Profile**

Extensive experience in the support of Construction, Design, Human Resources, Sales, Management and Customer Service. Strong planner and problem solver who readily adapts to change, works independently and exceeds expectations. Able to juggle multiple priorities and meet tight deadlines without compromising quality.

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## **Education**

**Marshall University — Huntington, WV Graduated with Honors**

Continuing Education:

**Edison Community College & University of South Florida, Personnel Management**

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## **Key Skills**

<i>Office Skills:</i>	<i>Office Management Records Management Database Administration Sales/Marketing</i>	<i>Spreadsheets/Reports Event Management Calendaring Purchasing Notary</i>	<i>Front-Desk Reception Executive Support Travel Coordination Human Resources</i>
<i>Computer Skills:</i>	<i>MS Word MS Excel MS PowerPoint</i>	<i>MS Outlook Quick books Macintosh</i>	<i>Lotus Notes Windows</i>

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## **Experience**

### **AM Only Inc.**

### **Accounting Assistant to CFO, 2008-Present**

#### *Highlights:*

- Accounts payable for 4 companies.
- Maintained excel deposit spreadsheet daily and oversaw delinquent deposit sheet.
- Maintained Quick books for all companies.
- Invoiced Promoters and assisted with delinquent accounts and collections.
- Maintain company credit card and all expenses for 185 DJ's. Bill usually consisted of 70-90 pages.
- Bank statement Reconciliations for all companies which had at least 2 accounts each.
- Maintained master roster spreadsheet and artist binder with applicable profiles and tax forms.
- Maintained all current asset accounts such as Petty cash, and employee accounts.

### **Advanced Roofing, Inc.**

### **Special Projects Administrator, 2008**

#### *Highlights:*

- Handled Human Resources: Payroll, Processing of Applications and hiring documentation. Administrator of Health, Dental, Vision, Short/Long term Disability and Life Insurance. Handled vacation and personal time, Employee reviews.
- Assisted Service Manager with Service calls. Handled all reports for company and customer use. Process all service billings.
- Created and managed an inventory for service and new construction.
- Handled purchasing of new inventory.

### **Castle, A Wolseley Company**

### **Sales Consultant, 2007-2008**

#### *Highlights:*

- Assisted Homeowners, Builders, and Designers with purchasing and specifying plumbing and Builder products for their homes.
- Placed, tracked, and shipped orders.
- Handled all problems and warranty issues.
- Read plans, completed shop drawings and punch items.
- Handled opening accounts, credits, cash sales, and collections.
- Maintained Showroom displays, ordering and installing. Maintained literature.
- Performed outside marketing calls on builders, designers and plumbers.

**Waterworks****Bath Sales Associate, 2006-2007***Highlights:*

- Selling luxury Tile and Plumbing in a state of the art showroom.
- Designing tile applications for the bathroom and kitchen in field and custom mosaics of stone and glass.
- Processing quotes and orders from inception to completion.
- Making marketing calls to Architects, Designers, and Builders.

**Boran Craig Barber Homes, Inc.****Executive Assistant to President 2002-2006***Highlights:*

- Assisted President with Operations, Sales and Marketing.
- Handled President's calendar, travel, and correspondence.
- Responsible for Payroll, Employee benefits, hiring, and company vehicles.
- Managed a staff of seven administrative assistants and receptionist.
- Performed permitting, shop drawing, and punch lists.
- Managed the Customer Service and Warranty programs for new homes and models.
- Assistant to Operations Manager and General Superintendents.
- Assisted Operations Manger with field operations and Workers Compensation Insurance.
- Assisted Project Managers with Plumbing specifications for and related support.
- Handled registration for continuing education, renewal of State and local licenses.
- Was awarded Administrative Professional of the year for Collier County 2003.

**Pinnacle Sales Group, Inc.****Outside Sales Representative 2001-2002***Highlights:*

- Responsible for promotion of plumbing products to Builders, Designers, and Plumbers.
- Handled service and warranty calls.
- Set up and sold displays of products.
- Conducted training for showroom consultants, plumbers, designers and builders.

**Boran Craig Barber Homes, Inc.****Administrative Assistant 2000-2001***Highlights:*

- Reported to the President, Vice President and Project Managers.
- Assisted with bidding process, permitting and revisions with County and City.
- Handled all contracts and change orders associated with jobs.
- Assisted field with shop drawings, and punch lists.
- Managed multiple jobs simultaneously.
- Provided customer service, maintained calendars, set appointments, screened calls, filed and prepared all correspondence.
- Entrusted to manage company credit card.

**Ferguson Enterprises, Inc.****Showroom Consultant 1997-2000***Highlights:*

- Made appointments with Homeowners, Builders, Designer and Plumbers to specify Plumbing and other products for their home.
- Handled the job from the beginning to the end by placing orders, tracking orders, tracking material once it was received, shipping of material and collection of payment.
- Handled any issues with order and warranty issues.
- Handled opening of new accounts and crediting of material.
- Maintained product displays, literature, other marketing materials and training of other showroom and sales staff.
- Performed outside marketing calls on Builders, Designers, and plumbers.
- Assisted Manager when needed.
- First Showroom Consultant from Fort Myers/Naples area to be elected to Presidents Gallery for dedication and sales.
- First Showroom Consultant from Fort Myers/Naples area to continually reach top 10% grossing consultant in the country.

**Sony, Inc****Customer Service Representative 1996-1997***Highlights:*

- Provided customer service for TV and Video products from a call center
- Assisted callers over the phone with hookups, programming, operation, repairing, complaints, and location of service centers all over the country.
- Gave customers accommodations toward the repair or replacement of products.
- Placed orders for customers for parts, accessories and the Sony Style Magazine.

**Ferguson Enterprises, Inc****Sales & Purchasing Assistant 1993-1996***Highlights:*

- Answered phones and assisted the President, Controller, and Purchasing Manager.
- Handled all correspondence, reports and lead generating program.
- Greeted clients, opened and distributed mail
- Opened and processed all invoices both incoming and outgoing.
- Ordered and inventoried all office supplies for the office.
- Advanced to Showroom Consultant and performed all duties mentioned above.

**Gulf Coast Cooling, Inc.****Sales Secretary/Dispatcher 1990-1993***Highlights:*

- Answered phones, greeted clients and assisted President and Vice President
- Prepared all correspondence, sales contracts, invoices, and reports.
- Organized warranty program by creating a system to generate follow up letters to clients. This was very successful in securing maintenance contracts.
- Tracked sales of equipment, service contracts and accessories.
- Dispatched Service and Maintenance Tech's when needed.
- Assisted with Accounts Payable and Receivables. Made collections calls.