

PATTY GOTTAJOB

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PROFESSIONAL SUMMARY:

Eighteen years accounting and reception experience with major propane company dealing with payables, receivables, customer service and inter-branch training.

WORK HISTORY:

SUPERIOR PROPANE, Putnam, Ontario

1979 - 1997

Administrative Aide

(519) 485-3011

Accounts Receivables

- Obtained credit and financial information to assess financial stability of pending clients
- Developed new customer data base and updated information as required
- Processed payments to customers' accounts
- Reconciled accounts and processed monthly statements, notices and late charges
- Interacted with customers to acknowledge and resolve complaints

Accounts Payables

- Reconciled invoices and packing slips to ensure goods were received
- Verified invoices as to amount received, unit price, taxes as applicable and total amount
- Coded and data processed so cheques could be issued
- Maintained inventory control
- Prepared monthly and annual reports

Area Trainer

- Liaised for seven branches and corporate office system department
- Problem solved either by phone, computer access or in person for seven branches
- Provided follow-up office training and support both manual and computerized
- Delivered training workshops for new office staff

EDUCATION AND TRAINING:

SUPERIOR PROPANE, Putnam, Ontario

1996

- **Dangerous Goods Handling**
- **Condensed Program for Word 6.0 and Excel**

SUPERIOR PROPANE, Putnam, Ontario

1995

- **Dunn & Bradstreet Collection Seminar**

INTERNATIONAL CORRESPONDENCE SCHOOL, Montreal, Quebec

1989

- **Business Management Diploma**

FANSHAWE COLLEGE, London, Ontario

1973

- **General Accounting**

INGERSOLL DISTRICT COLLEGIATE INSTITUTE, Ingersoll, Ontario

1972

- **Ontario Secondary School Diploma in Business**

REFERENCES AVAILABLE UPON REQUEST