

Stephanie Thienel

Stephanie.thienel10@gmail.com ♦ (401) 486-9827
www.linkedin.com/in/stephanie-thienel-13996861

Summary of Qualifications

Experienced professional with expertise in Microsoft & Google Suites, bookkeeping, quoting, scheduling, and training, with problem solving and collaboration skills.

Professional Experience

2021- present **DDL Advertising**, 999 S Broadway, East Providence, RI 02914
Office Manager/Billing Specialist

Key Responsibilities:

- **Billing & Accounts Receivable (A/R):** Oversee the billing process, including invoice creation, client follow-ups, and ensuring timely payments for services rendered.
- **Financial Management:** Monitor client accounts to ensure accuracy, manage outstanding balances, and resolve any billing disputes in collaboration with clients and internal teams.
- **Office Administration:** Manage day-to-day office operations, including supplies, scheduling, and communication between departments to ensure smooth workflow.
- **Client Communication:** Act as a liaison for client inquiries regarding billing, project status updates, and general account management.
- **Team Support:** Provide administrative support to the business development and creative teams by assisting with project coordination and internal processes.
- **Reporting:** Prepare monthly financial reports, track A/R metrics, and assist in budgeting and forecasting for ongoing projects and campaigns.

Skills:

- **Accounts Receivable Management**
- **Financial Reporting & Analysis**
- **Client Communication & Problem Solving**
- **Project Coordination & Team Support**
- **Office Administration & Workflow Management**

2017-2019 **A&H Manufacturing**, 1 Carding Lane, Johnston, RI 02919
Costing Manager / Sr. Cost Analyst
Reporting directly to CEO, entrusted with pricing decisions affecting factories in three countries, based on knowledge and experience. Pricing calculated with use of smart spreadsheets and formulas.

Problem solving with Engineer, Production Manager, and Product Development staff. Collaborated with CEO, MIS and production departments to streamline and automate pricing, striving for faster, more accurate, and consistent quoting. Managed a staff of four in a fast-paced environment, interviewed and trained new team members. Review and confirm prices A/R, A/P and billing departments.

2005-
2017

Cost Analyst / Assistant Cost Analyst

Analyze the method of manufacture and material choices to establish competitive pricing of carding, boxes, injection molded, and EAS security solutions for Jewelry Manufacturers.

Communicate daily with UK and China facilities to help determine cost efficient options to suit customer needs. Maintain pricing databases to ensure accurate and consistent pricing. Helped create cost spreadsheets for various production processes.

Education

Gibbs College, Cranston, RI Executive Assistant Program 3.89 GPA
Completed 6 month Executive Office Simulation Practicum

Johnson and Wales University, Providence, RI Associate in Science Degree,
Computers/Business Applications

Technical Skills

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Access
- Microsoft Publisher
- Microsoft Outlook
- Machine Transcription
- Certificate of Filing Procedures
- Google Suite
- QuickBooks
- Keyboarding / Adding Machine