

Sharon E. Wooten
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Burke Builders of NC Mooreville, NC

Customer Service Manager/Acting Controller/Office Manager

- Complied and distributed daily financial reports and controlled cash flow
- Achieved 88% improvement on double paid invoices and 77% improvement in timely payments
- Built and maintained close contact with vendors regarding accounts and bid process
- Worked closely with buyers and suppliers to coordinate interior/exterior selections for new home
- Coordinated all builder's closing details between attorneys, buyers and mortgage personnel
- Serve as right-hand assistant to President & General Manager
- Streamlined bid process
- Developed Warranty procedures for new homeowners

National Seating & Mobility Mooreville, NC

Office Manager

- Increased Medicaid approvals by 37% by streamlining paperwork and developing training program for physicians and therapists
- Built and maintained successful working relationships with over 60 Physical Therapists, numerous case workers, and various insurance case managers to facilitate timely approvals
- Cut our operating cost by streamlining the payables, coding and entry, and also cut shipping charges by 29%
- Assisted in yearly and quarterly budget planning
- Developed and presented Customer Service Protocol

MEI Engineering Mooreville, NC

Executive Assistant/Office Manager

- Managed 8 full-time employees
- Participated in multi-million dollar contract negotiations
- Maintained all accounting functions
- Served as Human Resource Manager
- Implemented Customer Service Training

Walt Disney World Orlando, FL

Customer Service Manager/VIP Guest Relations Manager

- Managed a staff of 12 Concierge personnel; prepared monthly briefings on international protocol
- Interfaced daily with Executive Management, Security, and outside personnel to facilitate visiting dignitaries, politicians, media, and special guests of the park
- Developed, presented and trained others to present Excellence in Customer Service Training Program

Graduated BS in Business Administration and Public Relations

Central Florida University Orlando, Florida