

JULI FROELICH

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PROFESSIONAL SUMMARY

Experienced administrator skilled at managing diverse needs in challenging, fast-paced environments. Friendly and energetic professional with excellent organizational, communication and customer service skills.

SKILLS

- Office management
- Organizational skills
- Attention to detail
- Excellent oral/written communication
- Customer service
- Scheduling
- Accounting
- Friendly nature
- Relationship building
- Excellent multi-tasking ability
- Process improvement
- Travel Arrangements
- Microsoft Office Suite
- Google Apps – G Suite

WORK HISTORY

2014 – 2019

ExecuTrain

Wichita, KS

Office Manager / Training Coordinator

- Managed administrative office and training facility in a technical training environment
- Created and managed course listings in LMS
- Created and scheduled classes and training events in LMS
- Ordered, managed, tracked and distributed courseware and labs
- Created and prepared standard and ad hoc reports
- Processed class registrations
- Managed billing, accounts payable and accounts receivable
- Coordinated travel and hospitality for on-site instructors
- Coordinated schedules and communication for virtual instructors
- Coordinated operations with remote locations
- Coordinated virtual training for remote students
- Supported remote team of instructors
- Supported remote CEO

Developed readiness report to reduce late deliveries of course material by 60%

Reduced receivables over 60 days by 30% and 90 days by 50% through proactive client calls and relationship management

2013 – 2014

Masters Digital

Wichita, KS

Office Manager

- Managed client billing, accounts payable and accounts receivable
- Scheduled virtual and onsite client meetings
- Coordinated travel and hospitality for talent

Reduced receivables over 60 days by 40% through proactive client calls and relationship management

2011 – 2013
Alternative Programs
Wichita, KS

Administrative Assistant

- Entered client data into three independent systems
- Quoted pricing
- Created client billing
- Handled daily communication with courts and clients
- Coordinated schedule changes, status updates and collections

2010 – 2011
Corporate Safety
Compliance
Maize, KS

Office Manager

- Managed daily business operations
- Managed billing, accounts receivable, accounts payable
- Processed Payroll
- Initiated filings for government agencies
- Supervised Administrative Assistant
- Implemented comprehensive database and metrics to measure company profit and loss

Reduced receivables over 60 days by 70%

2005 – 2009
LSI Corporation
Wichita, KS

Product Support Representative: 9/07 - 2/09

- Quoted hardware and software maintenance contracts for initial product warranty expiration and renewals
- Designed and implemented a quote tracking system in Excel to monitor the monthly quoting activity and track win/loss percentage
- Designed a system in Excel for identifying buyer and program information for the Contract Services Group's largest customer, Raytheon

Customer Service Representative: 8/05 -9/07

- Managed the right-of-return program for LSI's largest customer, IBM
- Managed IBM quarterly pricing updates and reconciliation of billing discrepancies
- Processed and tracked fulfillment requests for urgent requirements resulting from incorrect and/or incomplete shipments

Recognized for creation of process in Oracle for tracking incomplete shipments, resulting in increased quality control measures and significant cost savings to LSI

EDUCATION

Wichita, KS

Wichita State University 2004-2006