

Elyse Leduc

Simcoe, ON

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Work Experience

Warranty Administrator & Service Coordinator

Stauffer motors - Tillsonburg, ON

May 2021 to Present

- Prepared and submitted claims for Warranty or ESP within 24 to 48 hours.
- Maintained outstanding claims schedule(s) with no outstanding claims over 18 days old, omitting those claims with part back orders, difficult customer appointment bookings, and Hot Line requests.
- Achieved high percentage of claims paid first time submitted.
- Possesses and utilizes accumulative knowledge for all Ford Re-Imbursement sites, contacts in Warranty Depts., and involvement in all Prior Approval requirements and submissions for accuracy, and administrating customer credits through proper Ford Canada websites, navigation and utilization of OWS, GCCT, Inford, and all other Ford Canada portholes.
- Reconciled vendor accounts as they pertain to warranty submission
- Immediately working with Accounting office to submit transit damage, lost equipment, and mis-builds/trim level errors
- Maintained accurate filing system of open claims holding for credit and authorization.
- Cashiering customer invoices and reviewing VRC with customers upon service delivery
- Hospitality to customers in waiting area

Administrative Manager

Tim's Tirecraft - Hagersville, ON

June 2016 to February 2021

- Customer service
- Answering phones, booking appointments
- Payroll
- Accounts receivables and Payables entering and reconciling
- National tire retread accounts
- Posting jobs for open positions
- Administrative paperwork and filing
- Human resources
- Debit machine representative
- Inventory maintenance

Purina Pro Plan food representative

Influence Marketing - Burlington, ON

April 2016 to June 2016

- set up display tables for pro plan cat and dog food at petsmart locations
- interact with staff and customers and answer any questions
- Inform customers about pro plan formulas and how they are good for their cat or dog

- Work with a target goal of new sales of pro plan that need to be met and exceeded
- Check food aisles and make sure there isn't too many pro plan items out of stock

Senior team lead/assistant store manager

Rens Pets Depot - Guelph, ON

December 2012 to July 2014

- Customer service
- Training of new staff
- Supervised other staff members
- Attended company-wide staff meetings
- Knowledge of POS system and Business Vision
- pet food specialist
- Knowledge of pet nutrition and grooming tools
- Accounts payable & Receivable
- Stand in manager
- Merchandizing to create easy shopping and flow

Key holder, part time staff

pet foods - Hamilton, ON

December 2007 to October 2012

- Cashier
- Customer service
- Opening and closing store
- Training new staff
- Stocking shelves & putting away deliveries

Education

Certificate in Accounting & Small Business

Mohawk College

No diploma in Equine Sciences

University of Guelph

Certificate in Child & Youth Worker

Mohawk college

Skills

- Microsoft Office
- Sales Management
- Management
- Merchandising
- Marketing
- Computer Software
- Automotive Repair (6 years)

- automotive part knowledge
- Inventory Control
- Logistics
- Purchasing
- Customer Service (10+ years)
- Accounting (5 years)
- Accounts Payable (6 years)
- Accounts Receivable (4 years)
- Sales Management
- Administrative Experience
- Microsoft Outlook
- Office Management
- Payroll
- Personal Assistant Experience
- Bookkeeping
- Account Reconciliation
- General Ledger Accounting
- Balance Sheet Reconciliation
- Journal Entries
- QuickBooks
- Sage
- Vehicle Maintenance
- General Ledger Reconciliation
- Pharmacology (1 year)
- Medical terminology (2 years)
- Store Management Experience
- Procurement
- Accounting Software
- Pricing

Certifications and Licenses

First Aid

Present

CPR

Present

Groups

Haldimand 4H Leader Volunteer

January 2017 to Present

4H Leader and help for Beef Club, Rabbit Club & Baking Club

Additional Information

Hobbies Include:

- Horse training, breeding & sales
- Rabbit breeding & showing
- Showing & taking care of Hereford Cattle
- Dirt track race cars
- Mud trucks