

# Tiffani J. Castillo

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- Objective** Position that offers the opportunity to further my business skills and enhance my professional growth while contributing to the success of the company.
- Education** January 1996 Glenbard North High School Carol Stream, IL.  
**High School Diploma**
- Early Graduate, Co-Operative Courses, G.P.A.: 3.3
- Professional experience** February 2007 - April 2009 Axcoss Financial Inc. (Check'nGo) Cincinnati, OH  
**Vendor Relations Manager**
- Vendor Relations Manager of Repair & Maintenance, reporting directly to the VP of Procurement & Real Estate. Key responsibilities: Overall management of repair and maintenance services for national retail store portfolio (~1500 locations); selection, onboarding, and management of key vendors; management of RFX process; contract negotiations; management of cross functional teams; management both of direct reports and individuals in a highly matrixed environment; key driver of top notch quality customer service/ support to our field teams, including high level corporate management; development of specialized programs to reduce costs and improve service by utilizing demand management, process efficiency improvement, and contract compliance.
- May 2005 - February 2007 Zurich N.A. Schaumburg, IL  
**Executive Assistant/ Billing Coordinator/ Customer Service**
- Assistant to Sr. VP of Procurement & Corporate Services. Cross-trained Assistant to seven other managers/divisions within the dept. Pay invoices for facilities, collect & submit rent checks from tenants, create expense reports for multiple department heads, input payroll, manage & coordination of corporate meeting rooms, create conference calls, update organizational charts, answer & route calls properly, support for corporate event planning, travel arrangement for all department heads, provide meeting minutes & group compilation, manipulate monthly group status reports, write & track purchase order requests, coordinate orientation for new hires & relocations & upkeep of manager calendars.
- May 2004 - May 2005 Aramark Schaumburg, IL  
**Facilities Management Assistant/ Customer Service**
- Primary contact for customer maintenance requests. Assign, dispatch, produce & follow up facility work orders given to Janitorial Staff, Engineers & Light Service Technician. Use various software applications, such as: spreadsheets, relational databases, manipulate & format data/ reports, type routine formal correspondence from dictation or handwritten copy using PC, maintain personnel records/ work order requests/ billing receipts/ insurance certificates through filing, retrieval, retention, storage, compilation, coding, updating & order supplies, maintaining/ scheduling of conference rooms, meeting room setups/configurations & equipment needs for company events/ functions, provide & track HR/ Benefit information for employees & manager.
- March 2002 - May 2004 Shared Imaging Inc. Streamwood, IL  
**Administrative Assistant/ Receptionist/ Billing Coordinator**
- Answer & route calls properly for President & VP, check & deliver voicemails, record office greetings, sort, screen & send out mail, fax/ photocopy/ file/ maintain records & contracts, data entry, billing coordination, create proposals & contracts, call clients for billing status, service existing accounts, process bank deposits, directly assist the President/Owner, salesmen, A/R & A/P, Operations & all other office staff when needed, shipping & receiving, order supplies, construct employee contact lists, arrange travel & catering itineraries, train employees & program phone system, set up conference calls, greet guests, use various software applications, type routine formal correspondence/ contracts/ memos from dictation or handwritten documents & assist with maintaining meeting rooms.