

GABE HOILAND

137 Jean Rd, PO Box 71, Chehalis WA 98532 | 360.219.7193 | gdrive96@gmail.com

SUMMARY

Seeking a position in a purchasing department. Business professional with over 20 years of computer data entry experience including private and public sectors. Recently achieved Associates degree focusing in Computer Sciences in 2015. Classes included Microsoft Excel, Word, Access, and Sql Server.

WORK EXPERIENCE

Home Consultant-Purchasing Agent, HiLine Homes - 2016-2022

- Managed portfolio of leads through Salesforce software
- Provided clear communication of company contract to customers
- Provided clear communication of customers custom changes to construction team
- Coordinated a diversity of tasks from Realtor, Lender, Excavators, Contractors, and Customers to create an end result of a home being built.

Customer Service Deputy, Lewis County Treasurer - 2007-2013

- Export/Import Data into Microsoft Excel to generate reports for delinquent tax collection. Mail merge / mass mailings. Created Spreadsheets to analyze taxpayer delinquency.
- Oversaw the property tax foreclosure process for Lewis County.
- Coordinated with the Board of County Commissioners, Prosecuting Attorney's, Assessor, along with many other county departments.
- Entrusted with routinely making electronic deposits for Lewis County Treasurer Office.
- Routine use of Microsoft Office Suite.

Operations Supervisor, Security State Bank - 2005-2007

- Supervised a bank branch of seven employees
- Managed a vault, completed certification/audit process, and consumer lending.
- Conducted employee reviews and produce monthly staff schedule
- Review daily branch reports and communicated branch information to branch manager.
- Routine use of Microsoft Office Suite including Outlook, Excel, and Word.

Merchant Bankcard Manager, Security State Bank - 1999-2005

- Monitor compliance for Visa/MC regulations for POS(point-of-sale) status/connectivity.
- Assist merchants with equipment, setup, protocols, and interchange rates.
- Increased program income in first 2 years by 100%.
- Supervisor for multi-branch Bank Call Center.

EDUCATION

- 2013–2015 Associates in Applied Science for Computer Technology-Centralia College
- 2007–2013 Training courses in government, customer service, ethics-Lewis County
- 1996–2007 Accounting, Economics, Law and Banking, Washington Bankers Assoc.

SKILLS

- Knowledge of county government operation including RCW's and WAC's regarding property tax and real estate.
- Knowledge of banking, accounting, financial auditing, economics, and lending.
- Excelled in a sales/customer service environment for over 15 years. Achieved department sales goals each year for 10 years at bank.
- Manager/Supervisor in Operations department and bank branch. Responsible for staff scheduling, operations, audits, mentoring and employee review process.

COMPUTER SKILLS / SOFTWARE

- Microsoft Certified 2013 Microsoft Word, Excel, Powerpoint. Ability to create documents, spreadsheets, presentations on a routine basis throughout 20 years of office experience.
- Computer Networking / Server Operations. Windows Server software. Linux Based server OS.
- Familiar with other applications in Microsoft Office Suite, Windows (7-10), Microsoft Access or Microsoft SQL server, Azure, AWS, Openstack cloud services

REFERENCES

- *Brian Covington, PAC United Wound Healing* 559.314.5663
- *Jeff Moen LECO* 360.520.4568
- *John Mcmillan State of Washington Department of L&I* 360.269.3502
- *Brian Reynolds Lexar Homes* 360.523.3800