

Sylvia Behrmann
mail (at) sylviabehrmann.com

SUMMARY OF QUALIFICATIONS:

Four years professional experience gained during various assignments within a junior management program in the facility management industry. Graduate Degree in Business Science and Management through a private German University of Applied Sciences 'Nordakademie'. Twelve months Internship with a non-profit Organization as Assistant Marketing Director in San Francisco. Direct Billing and Account Reconciliation Specialist at one of America's "100 best companies to work for". Diverse Front Desk, Guest Services and Administrative Support experience.

Bilingual: German, English

PROFESSIONAL EXPERIENCE:

Kforce Professional Staffing (Tampa, FL)

April 2008 – present

Corporate Helpdesk Adjustment Specialist: Validate adjustments through queries, Research all issues related to/or impacting Commissions, AR, Billing, Payroll and Rev/GP, interacting with internal and external customers

Gram's Place Hostel/Bed & Breakfast (Tampa, FL)

Sep 2005 – present

Marketing Consultant, Design of Marketing Materials, Redesign of Website, Booking Engine Specialist

PricewaterhouseCoopers, LLP (Tampa, FL)

Feb 2006 – Nov 2007

Direct Billing Specialist: Benefits Department: Maintaining the Billing/Collections Process for approximately \$2 million annually - - Benefits Reconciliation Specialist: Running GFS (SAP) Reports for Account Analyses, Performing Plan and Account Reconciliations, Ensuring timely Invoice Payments, Preparing monthly Journal Entries through Database

Golden Gate Council of Hostelling International USA (San Francisco, CA) Dec 2002 – Dec 2003

Internship: Assistant to the Marketing Director, Generating and Distributing of Marketing Materials for the nine network hostels of the Golden Gate Council.

Front Desk Clerk: at busy Downtown Hostel, Guest Check-in and Out, Taking Reservations, Assuring Customer Satisfaction, Providing General Guest Services, Attaining Occupancy Goals

TEREG GmbH, MANAGEMENT PROGRAM (Hamburg, Germany)

1998 – 2002

Assignments within the TEREG GmbH Management Program accompanying Undergraduate and Graduate Studies: Development of Strategic Marketing Plan through Master Thesis

Assistant to the Executive Team, Assistant to the Project Leader during the Implementation of SAP/R3 in the HR Department, including Training co-workers for the new Tool, Gathering General HR and Sales Support Experience, Providing Sales and Market Research Support, Proposing Governmental Bids and Tenders, Offer writing, Performing Tasks in Initial and Strategic Procurement, Maintaining Customer Accounts and other general support for Finance Department

EDUCATION:

Project Management Institute

2010

CAPM – Certified Associate in Project Management

Graduate Degree

2002

University of Applied Sciences Nordakademie (Elmshorn, Germany)

(Diplom-Kauffrau (FH) in Business Science and Management)

Highest Academic equivalency recommended in the United States: **Master of Business Administration**

(Evaluation prepared by Academic Evaluation Services, Tampa, Spring 2007)

Major: Marketing, Business Psychology, Comparative Management, Information Management

Minor: Finance, Market Research, HR Management, Tax, Computer Science, and Business English

Bachelor of Sciences

2000

University of Applied Sciences Nordakademie (Elmshorn, Germany)

(Business Science and Management)

COMPUTER SKILLS:

MS Windows, MS Office Applications, Internet, MS Outlook, SAP/R3, HTML, RoomMaster, Lotus Notes, PeopleSoft