Sheila Natale
158 Madeline Lane, Montgomery, TX 77316
908-220-3441 | Sheilanatale1@gmail.com

PROFESSIONAL SUMMARY

Initiative-taking professional with a proven track record in logistics, operations, and client/customer support. Offering 15 years of experience with expertise in EMR/DOC Assistant, Epic, MS Office, Word, Excel, and SAP. Proficiently bilingual in English and Spanish, with excellent cross-cultural communication skills and a demonstrated ability to engage effectively with diverse teams and clients.

WORK HISTORY

Customer Services Manager

Omni Bulk Services (Remote) | *September 2024 – Present*

- Managed a team of customer support representatives to ensure efficient handling of client inquiries, disputes, and service requests.
- Streamlined communication between customers and internal departments, improving response times and customer satisfaction rates.
- Implemented performance quality assurance standards, increasing productivity and service delivery.
- Handled escalated customer issues promptly to ensure client retention and positive experiences.
- Monitored and analyzed customer feedback to identify pain points and improve service operations.
- Trained and mentored team members to maintain high performance levels and align with company standards.
- Developed and enforced work schedules to optimize coverage while ensuring a 40-hour workweek per employee.
- Utilized **Magaya Logistics** and supply chain management software to manage inventory and financial records across multiple terminals.

Operations Analyst

New World Fuel, Houston, TX | *January 2024 – September 2024*

- Oversaw all physical bulk product movements from origin to destination via rail and marine transport.
- Confirmed daily and monthly nominations and reconciled inventory.
- Coordinated daily breakout meetings with company stakeholders to improve unit tracking processes.
- Supported client needs for invoicing, tracking, tracing, and regulatory documentation (BOL/custody transfer).
- Entered and reconciled purchase orders, sales orders, and invoicing within **SAP**.
- Managed monthly closeouts and confirmed final volumes with suppliers, 3PLs, customers, and contractors.
- Created detailed case reports for marine, rail, and truck delays for demurrage/detention disputes.

- Oversaw programming and reconciliation of refined products, liquid petroleum gases (LPGs), and petrochemicals.

Eligibility Representative
Cigna – Accredo Specialty Pharmacy (Remote) | *August 2022 – December 2023*

- Responded to inquiries from members, physicians, and clients regarding pharmacy benefits.
- Navigated multiple systems to analyze and enter data accurately.

Medical Assistant
Contemporary Women's Care, Kearny, NJ | *July 2006 – December 2011*

- Assisted up to 60 patients daily in a fast-paced environment across multiple locations.
- Recorded medical history and vital statistics in electronic medical records.
- Prepared examination rooms and collected fluid or tissue samples.
- Authorized prescription refills and communicated with pharmacies.
- Trained new hires for the Medical Assistant position.

Scheduler
Casal Petroleum Services, LLC., Hardyston, NJ | *January 2004 – July 2013*

- Developed monthly schedules and managed daily pipeline product nominations.
- Reconciled meter tickets and managed reporting processes.
- Supported billing and invoice settlements.
- Maintained communication with customers, suppliers, and counterparts.

EDUCATION

Associate Degree, Lone Star College, The Woodlands, TX | *Graduated 2022*

- Member of **Sigma Kappa Delta**

Medical Assistant Certification, Eastwick College, Nutley, NJ | *January 2004*

Currently pursuing a BA in Business

CERTIFICATIONS & TRAINING

- Medical Assistant
- Microsoft Office Suite (Word, Excel)
- Epic
- SAP
- HIPAA Compliance Training
- General Compliance Training

REFERENCES

Available upon request.