

JANIE SANCHEZ

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SUMMARY

Highly skilled, self-motivated individual who drives accountability and results with over 14 years of experience in a fast paced, high energy environment. Excellent communication and collaboration skills, with proven ability to build rapport and maintain positive and productive customer relationships. Demonstrated ability to effectively strategize and prioritize tasks and manage change. Thrives on exceeding customer expectations.

PROFESSIONAL EXPERIENCE

COSTCO WHOLESALE, Bonney Lake, WA

July, 2020 – December, 2020

Cashier Assistant

- Consistently provided exceptional customer service
- Performed quality work in all assigned tasks including carts, sanitation, assisting, cashiering, bakery, optical, refunds, and membership
- Worked promotions table to sell Costco membership, auto renewals, and Citibank Visa cards
- Provided training to new employees on cashier assisting and upselling of Costco memberships
- Accomplishments:
 - 7th highest in obtaining donations during promotional period with limited cashiering time
 - Participated in 2 campaigns to sell and upgrade Costco memberships and achieved one of top 2 spots in both campaigns
 - Met or exceeded all membership department benchmarks

T-MOBILE USA, INC, Bellevue, WA

2005 – 2019

Sr. Specialist, Lease Management

2013 – 2019

- Accurately validated critical data from 65K+ lease records for companywide upgrade to new leasing database while exceeding company timeline goals
- Maintained high level of customer satisfaction by interpreting complex lease language and effectively communicating to customers
- Performed detailed reconciliations on escalated accounts
- Provided ongoing coaching and best practices to existing employees to support efficient management of lease portfolios, increase productivity and achieve improved results
- Provided oversight to the national cell site portfolio by providing quality assurance, risk mitigation, data integrity, and process efficiency support by monitoring monthly reports to ensure critical date tracking including commencements, renewals, and notices
- Created and updated process documents to ensure alignment with current procedures and company accounting and financial reporting requirements
- Managed major landlord account to monitor, review and process tax invoices
- Reviewed, prepared and routed lease-related bonds for appropriate internal approvals

Analyst, Cell Site Lease Compliance

2010 - 2013

- Worked collaboratively with management team to develop a streamlined national mail process which impacted multiple work groups
- Partnered with a multi-level leadership team providing subject matter expertise in support of a major leasing initiative which involved the sale of \$1 billion in assets
- Provided department wide support by serving as lead in answering lease interpretation and process related questions

Analyst, Retail Lease Compliance**2009 – 2010**

- Supported the administration of a change control process by facilitating committee meetings, providing input on change control processes, establishing task forces, and preparing/presenting business cases to Sr. leadership
- Interpreted lease language, abstracted and validated retail lease data including terms, financials, critical dates and issues, and legal contacts into lease administration database
- Reviewed and reconciled invoices and ensured proper allocations and associations were in place for processing of payments in compliance to department procedures and audit rules
- Performed CAM audits and reconciliations, issued timely and accurate payments, and updated the lease administration database with revised lease expense amounts
- Primary contact for Landlords to resolve lease and property management issues while building and maintaining positive relationships and working to resolve landlord and tenant defaults
- Ensured proper documentation was in order keeping in compliance with financial reporting rules and regulations

Specialist, Cell Site Lease Compliance**2005 – 2009**

- Conducted departmental and individual user audits to identify trends/patterns and communicated findings to management and provided coaching/training to specialists based on results found in audits
- Guided and monitored the progress of special project teams. Motivated the team to meet their goals and finished 1st in achieving department project goals
- Ensured positive customer experience for major account vendors while resolving aging balances as well as payment related inquiries
- Reviewed and reconciled invoices for processing of payments in compliance to department procedures and audit rules
- Provided financial and data analysis to regional markets to ensure compliance with company financial rules and regulations