

# JESSICA CLAIRE

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 Montgomery Street, San Francisco, CA 94105

## HIGHLIGHTS

- Complex problem solving
- Strong communication skills
- Expert in customer relations
- Portfolio management
- A
- Proficient in Microsoft Office
- Microsoft Excel expert
- Risk management expertise
- Financial statement analysis
- General ledger accounting

## EDUCATION

Cecil County Community College  
Elkton, MA • 2012

**Accounting Certificate:**  
Accounting

Cecil County Community College  
Elkton, MA • 2012

**Performing Payroll in QuickBooks**  
2009 Certificate: Payroll

Wilmington University  
New Castle, DE • 2011

**Bachelor of Science:** General Studies  
General Studies

## SUMMARY

Self-motivated accountant offering a strong work ethic and determination to complete tasks in a timely manner. Accurate and detail-oriented with extensive auditing and finance knowledge.

## ACCOMPLISHMENTS

Achieved an internal audit score of 95%.  
Promoted to Auditor after just 3 months of employment.  
Boosted quality ratings by 85% by developing new processes and improving work flow.

## EXPERIENCE

**Apartment Income Reit Corp. - Accountant**  
Nashua, NH • Current - 08/2014

- Prepare unpaid reports on actual expenses for marketing line of business.
- Create and maintain pending and process able database.
- Prepare and setup vendor purchase orders contracts as well as CRX templates.
- Verify funding and SAP project code against the most recent budget/forecast submission.
- Key invoices into ePurchase system as well as approve and reconcile invoices.
- Track invoices from submission to payment on database.
- Monitor invoice central mailbox that will include invoice submission by marketers, purchase order request.
- Respond to marketing or other internal staff inquiries regarding vendor invoices and templates as well as analytical request.
- Special projects as required.

**Ut Health San Antonio - Accounting Coordinator Associate**  
Laredo, TX • 08/2011 - 05/2014

- Prepare and modify excel pivot table reports as well as reconcile and balance.
- Analyze data within pivot table and HSA databases.
- Assist business analyst in gathering and analyzing large sets of complex data.
- Create and run HSA exceptions and paid reports.
- Respond to marketing, brokers, clients and other internal staff inquiries regarding account setup, exceptions, disbursements and payments as well as analytical request.
- Conduct routine audits as needed as well as generate monthly reports on findings.
- Setup all financial and personal information for new groups.
- Served as liaison for marketing, brokers and clients to resolve member issues or the setup of new accounts.
- Assisted with testing, identifying gaps and recommending new improvements on processing work more efficiently.

**Capstone Logistics - Auditor**  
Buda, TX • 01/2007 - 07/2011

- Led cross-functional teams to analyze and understand the operational impacts and opportunities of technology changes.
- Developed metrics used to determine inefficiencies and areas for improvement. Tracked, analyzed and interpreted trends in [Data type] data.
- Documented process flows and developed requirements for functional improvements and enhancements.
- Conducted activity-based analysis of business processes and made recommendations based on the findings.
- Review and identify claims reviewers errors and determine the cause of the error and provide written audit documentation regarding audit observation.
- Analyze and review response to audit observations and facilitate corrective action plan.
- Collaborated with directors and managers to investigate questionable issues and failed compliance procedures.
- Acted as a Team Lead for additional team support as well as point of contact for the Review Department to ensure teams are in compliance and deficiency codes were used effectively.
- Monitored new processes, policies and work flow strategies that were implemented by leadership.
- Educated new hires and newly promoted employees on standard of job duties.
- Held Side-by-Side sessions with Reviewers to deliver direct audit feedback from sampled work.
- Provided subject matters export support to enhance the proprietary systems.
- Enhancements resulted in increased accurate measurements of deficiency codes, improved reporting and positively impacted reviewer's efficiency.
- Consulted with department peers to address weekly trending errors and formulated solutions.
- Document sessions to track reviewer's progress and provide improvement based on my analysis.

**Johnson & Johnson - Claims reviewer**  
Pittsburgh, PA • 01/2007 - 03/2007

Process, verify and analyze submitted asbestos claims to determine alleged disease eligibility. Locates and interprets complex information such as depositions and medical records from a number of databases in order to process claims. Identifies error trends and notifies the appropriate areas for correction and educating the necessary parties. Trained and coached lower level claims reviewer.

**Wells Fargo Financial Acceptance - Payment Analyst**  
City, STATE • 11/2004 - 02/2007

- Processed over 1,000 customer monthly auto loan payments.
- Review/Reconcile general ledgers.
- Researched and resolved misapplied payments as well as payment inaccuracies.
- Reviewed monthly financial statements Responded timely and accurately to inquiries on customer payments.
- Corrected non-payment related discrepancies.
- Performed other duties as assigned by supervisor or manager.

**Wilmington Trust Bank - Trust Control Reconciliation Specialist**  
City, STATE • 10/1999 - 10/2004

- Process and reconciles a variety of securities and cash related transactions.
- Identified, research and resolve processing errors, and take necessary actions to balance differences.
- Responsible for creating general ledgers and daily balancing of activity in trust accounts.
- Ensured proper safekeeping of bank and customer assets.
- Recognized and proactively address risk associated with consumer compliance and fair lending.

## SKILLS

Accounting, balance, budget, business analyst, Call Center, Cash Management, closing, contracts, Critical Thinking, client, clients, databases, database, documentation, Financial, financial statements, leadership, Team Lead, marketing, excel, mail, MS Office Suites, Payroll, policies, processes, progress, Quality Assurance, QuickBooks, relationship management, reporting, research, Risk Management, SAP, securities, statistics, supervisor, phone, written

## SKILLS