

Jessica Claire

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SUMMARY

Program Technician offering experience supporting achievement of [Program] goals and objectives. Demonstrated talents for managing office activities, assisting program executives and aiding program participants. Highly organized with outstanding customer service skills.

SKILLS

- Dependable, responsible contributor committed to excellence & success.
- Flexible team player who thrives in environments requiring the ability to effectively prioritize & multitask.
- Results driven achiever with excellent planning & organizational skills, along with a high degree of attentiveness
- Highly adaptable, mobile, positive, patient worker who is open to new ideas.
- Exceptional listener & communicator who effectively conveys information verbally and in writing.
- Excellent problem solver who can generate workable solutions and easily resolve customer complaints.
- Encourages others to take on challenges.
- Computer literate software proficiency covering a wide variety of applications.
- Quick, independent, excellent team player, diligent multitasking in a fast-paced environment & dependable.
- Accounting I, Research
- Accounting, SCO
- Accounts payable, Statistics
- Agency, Supervisor
- Automotive, Team player
- Balance, Composition
- Benefits
- Bookkeeping
- Business Communications
- Computer literate
- Draw
- Critical Thinking
- Dependable
- Fast
- Financial Accounting
- Forms
- HR
- Insurance
- Invoicing
- Legal
- Multitasking
- Communicator
- Organizational skills
- Payroll
- Personnel
- Policies
- Problem solver
- Protocols
- Quick
- Reconciling
- Repairs
- Strong problem solver
- Meeting planning
- Professional and mature
- MS Office
- Invoice generation
- Administrative support
- Customer service
- Communications
- Problem resolution
- Planning and coordination

EXPERIENCE

- 05/2018 to Current **Program Technician I**
Kansas State University Foundation – Manhattan, KS
- Process & maintain monthly attendance records & payroll for permanent/ seasonal staff.
 - Audit timesheets & leave balance records for accuracy.
 - Verify that regular & overtime hours are paid correctly.
 - Assists employees with completion & submission of timesheets & personnel forms/documents.
 - Corrects & updates changes to employee’s personnel records.
 - Assess & initiates appropriate action on transaction problems pertaining to employment history & payroll documents.
 - Initiates/coordinate resolution of confidential, difficult and/or complex issues between HR, headquarters, PDEP & district employees.
 - Coordinate employment, benefits & promotional documents between the field offices and HR.
 - Receives Merit Salary Adjustments from HR to submit to the appropriate supervisor.
 - Research & answer inquiries from employees regarding benefits, timesheets, employee leave balances, leave of absence, direct deposit, state service months & payroll issues.
 - Reconciling PCard/ Cal Card bank statements with invoices & charges posted within the Fi\$CAL system.
 - Verify that salaries & benefits are properly paid out in contract invoices.
 - Enter in all State Contract Invoices into a tracking log & confirm when invoices are paid by SCO.
 - Process New Hire packets and SO-8 documents.
- 04/2017 to 05/2018 **Agricultural Technician I**
Mistras Group – Waynesboro, GA
- Follows established protocols for survey, eradication or trapping.
 - Suspect plant and insect samples are removed from foliage using various insect/plant collection tools.
 - Must be able to draw maps to show exact geographic locations.
 - Keeps daily reports of work completed.
 - Screens wet and dry traps for target pests.
 - Interacts with public in a professional manner.
 - Briefly answers questions about survey, detection and eradication program, referring questions asked regarding gardening, tree diseases, etc.
 - To the proper agency.
- 05/2014 to 09/2016 **Office Manager**
A Auto Care – City, STATE
- Completed Bookkeeping, account reconciliations, accounts payable/receivable.
 - Processed payroll, issued checks for accounts necessary.
 - Kept records of all documents processed or returned.
 - Explained policies, procedures, fees and regulations required by the Bureau of Automotive Repair.
 - Answer and directed all incoming calls on a multi- line platform.
 - Process all insurance claims for vehicle repairs.
 - Wrote up all estimates for jobs, including parts and labor.
 - Reconcile weekly part orders against invoicing and worked with the vendors when adjustments needed to be made.

EDUCATION AND TRAINING

- Pre-Veterinary Medicine**
West Texas A&M University - Canyon, TX
- 2021 **Associate of Arts: Accounting**
American River College - Sacramento, CA
Ethics/Fraud/ Legal Issues Accounting, Accounting I Principles of Macro Econ, Financial Accounting, Federal/State Taxation, Fundamentals of College Accounting, Intro to Probability & Statistics
- Equine Studies**
Cosumnes River College - Sacramento, CA
Intermediate Algebra with Applications
Advanced Composition & Critical Thinking and Writing
Intro to Equine Science

ACTIVITIES AND HONORS