

Jessica Claire

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SUMMARY

I have been employed with the same company for over ten years. In that 10 years span I have worked my way from the very bottom to the highest position. I have had experience in every aspect of the company including: Commercial Sales, Dispatch, Accounts Payable and Receivable, Human Resources, Service Management, Executive Director tasks. Unfortunately There is no more room for advancement and I am looking for a change of pace. I am extremely reliable, Timely and sharp. I have the upmost confidence that I can accomplish any thing I set my mind to. I would love an opportunity to prove myself.

SKILLS

- Personnel information systems
- Staff compensation
- Employee engagement
- Employee relations
- Staffing and recruiting professional
- Leadership development
- Employee handbook development
- Payroll administration
- Benefits programs
- Human resources operations
- Recruitment and hiring
- Organizational skills
- Friendly, positive attitude
- Time management
- Multitasking

EXPERIENCE

- 01/2014 to Current **Human Resources Manager**
Proampac – Mobile, AL
- Advised leadership on HR-related issues, including vacation and sick time, benefits, job services and employment discrepancies.
 - Managed full-cycle human resource operational activities to maximize HR employee performance.
 - Developed hiring and recruitment policies to drive transparent and fair hiring process for selecting candidates on basis of merit and relevance with job.
 - Supported top talent identification processes by interviewing candidates and executing onboarding, orientation and benefits processes.
 - Provided HR consultation services to leadership and department heads, such as payroll administration, 401K and OSHA compliance, benefits and workers compensation.
 - Initiated employee evaluation process and recommended policy changes to help staff progress toward desired readiness goals.
 - Held exit interviews and documented information discussed with employees.
 - Formulated corrective action plan through analysis of management feedback and consultation with employee.
 - Achieved desired work environment and performance by proactively advising and guiding employees on best practices and overseeing HR training.
 - Supervised and guided personnel to eliminate downtime and boost productivity.
 - Decreased workers' compensation claims by working closely with employees to promote safety.
- 01/2012 to 01/2014 **Account Manager**
Walt Disney Co. – Charlotte, NC
- Sent copies of invoices and statements to customers to facilitate payment of outstanding invoices.
 - Processed posting and reconciling payments and addressing aged receivables.
 - Researched customer billing issues and resolved problems to facilitate receipt of overdue monies and promote good customer relationships.
 - Reached out to vendors and customers in order to resolve account problems.
 - Generated monthly statements for accounts receivable operations.
 - Cleared account balances by examining customer payments, payment history and coordinating contact with collections.
 - Coded invoices and other records to maintain organized and accurate records.
 - Processed monthly payments, researched payment discrepancies and prepared monthly reports.
 - Entered, posted and scanned accounts receivable documents into accounting software.
 - Reconciled accounts receivable and prepared income summary reports and cash reports.
 - Examined customer payment history and coordinated collections arrangements.
 - Calculated unpaid invoices to maintain updated receivables reports.
 - Updated receivables by totaling unpaid invoices.
 - Initiated and recorded accounts receivables to update accounting database and facilitate receipt of customer payments.
 - Prepared appropriate documentation for income summaries, cash reports and accounts receivable reconciliation.
 - Facilitated timely year-end audits by working closing with agency auditors to provide requested samples.
 - Increased productivity and reduced expenses by implementing improved accounting procedures.
 - Generated, mailed and monitored invoices.
 - Performed various accounts receivable functions, including cash receipts posting, updating cash flow reports and researching chargebacks and write-offs.
 - Evaluated open accounts to look for past-due balances and pursue collection strategies.
 - Updated customer accounts and processed payments.
 - Verified, classified, computed, posted and recorded accounts payable data and reconciled daily totals to confirm proper accounting.
 - Investigated billing discrepancies and implemented effective solutions to resolve concerns and prevent future problems.
 - Answered customer invoice questions and resolved issues discovered during invoicing and collection process.
 - Worked closely with delinquent account holders to collect and reconcile accounts through approved channels.
 - Kept accounts receivable tracking database current with relevant client information, collection and billing progress and program changes.
 - Prepared and maintained customers' monthly reconciliation schedules.
 - Interfaced with customers to bring accounts current with suitable repayment plans.
 - Performed administrative tasks to support strategic initiatives.
 - Contacted customers via email and phone to determine when past due invoices would be paid.
 - Improved billing and month-end reporting processes.
 - Handled wide range of special inquiries and certificates from customers, partners and government agencies.
- 01/2011 to 01/2012 **Dispatcher Office Assistant**
Preferred Plumbing & Drain – City, STATE
- Monitored dispatch board and adjusted call priorities regularly based on caller needs.
 - Tracked changes in computer system to keep records current and accurate.
 - Kept detailed and updated records of calls in physical and electronic databases.
 - Managed daily delivery and work schedules to maximize coverage.
 - Reviewed routes, daily traffic and weather conditions to adjust plans, meeting daily requirements and service needs.
 - Answered customer requests with information about product availability, shipping information and status updates.
 - Supervised driver dispatching, route planning and vehicle tracking for over 25 Service technicians.
 - Communicated with individuals within inbound call center setting to complete dispatch support for Plumbing calls.
 - Accurately and efficiently responded to over 30+ daily requests.
 - Coordinated order processing, pick sheet running and invoice printing, as well as shift shipping logs and paperwork submissions.
 - Reported delays, accidents or other traffic and transportation situations.
 - Oversaw investigation and resolution of customer and vendor issues.
 - Trained over 15 employees on accurate triaging and dispatching procedures while personally handling 30 daily calls.
 - Quickly determined locations and needs for high volume of hourly callers to accurately send Service Technicians for assistance.
 - Devised and implemented work plans for subordinate employees to check quality and consistency of work against organizational standards.
 - Alerted Service of road and weather hazards in real time to accomplish 180 days without driver accidents.
 - Maintained positive working relationship with fellow staff and management.
 - Assisted organizational efforts by filing, entering data and answering phones.
 - Communicated with customers regarding our processes to maintain satisfaction.
 - Managed provider calendars by adding new appointments and rebooking patients to accommodate last-minute schedule changes.
 - Worked with vendors to obtain quotes, negotiate contracts and handle 2 shipments per week.
 - Strengthened traceability, developing organization systems for contracts, records, reports and agendas.
 - Updated business forms to streamline processing and improve efficiency.
 - Wrote reports and correspondence from dictation and handwritten notes to streamline operational planning.
 - Contributed to production success by accurately coordinating records, supplies and paperwork.
 - Supported 25 representatives by processing average of 30 new bookings each day.

EDUCATION AND TRAINING

- 02/2010 **Associate of Applied Science: Medical Assisting**
Heald College - Salida, CA
- 06/2009 **High School Diploma**
Central Valley High School - Ceres, CA