

JESSICA CLAIRE

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 (555) 432-1000

 100 Montgomery St. 10th Floor

SUMMARY

Motivated professional capable of building productive relationships, resolving complex issues and winning customer loyalty. Bringing background in maintaining customer satisfaction and contributing to company success. Gifted in working with stressed, confused and upset individuals.

SKILLS

- Intuit Quick Books Knowledgeable
- Self-motivated professional
- Accounts payable and receivable
Invoice preparation
- Tax law understanding
- Data entry
- Microsoft, Outlook and Excel
- Bilingual
- Relationship building
- Multi-family property management

EDUCATION AND TRAINING

Brandman University

Irvine, CA

General Studies

High Desert Academy

Victorville, CA • 04/2009

High School Diploma

EXPERIENCE

Ava Labs - Accountant

San Francisco, CA • 01/2021 - Current

- Prepared month-end closing entries for detailed reporting and recordkeeping.
- Reconciled and reviewed operations databases and accounting system records to calculate and determine accurate monthly revenues.
- Administered biweekly payroll to ensure accurate and timely employee compensation.
- Prepared weekly payroll for team of salaried and hourly employees.
- Managed employee benefits and allowances
- Managed daily bookkeeping functions with attention to accounts receivable, accounts payable, banking reconciliation and disbursements.
- Received payments from customers via cash, check and credit cards to pay company invoices.
- Stored copies of completed returns and related documents according to company procedures and business regulations.
- Assisted small businesses and individual clients with filling out tax forms and electronically filing tax returns.
- Produced US and state income, gift tax and estate tax returns for individuals.

Michigan Community Dental Clinics - Office Manager

Flint, MI • 08/2018 - Current

- Oversaw office inventory and timely reordering of supplies.
- Updated employee paperwork and records
- Eliminated discrepancies in finances by expertly documenting expenses, monitoring income, handling bank deposits and managing statements
- Verified and submitted timekeeping information for accurate and efficient payroll processing
- Communicated with customers to identify and resolve outstanding payments
- Matched purchase orders with invoices and recorded necessary information
- Completed and mailed bills, contracts, policies, invoices and checks
- Processed payroll for 10 employees each week, including commissions, taxes, time off and healthcare benefits
- Performed various accounts receivable functions, including cash receipts posting, updating cash flow reports, Invoices
- Interviewed, hired and trained new staff members
- AP/AR and Light bookkeeping using Quickbooks

First Transit - Dispatch Manager

Fort Lauderdale, FL • 07/2017 - 01/2018

- Directed all dispatching, routing and tracking of 8 fleet vehicles
- Built professional relationships with new customers and cultivated existing ones through active listening and intelligent open-ended questioning
- Scheduled and dispatched drivers to locations in California as well as Out of state
- Checked that each scheduled route was appropriately covered by delivery drivers
- Communicated with customers to ensure that delivery expectations were met
- Communicated with FedEx employees to assign projects and determine which trucks and trailers will be used with each load
- Reviewed paperwork and contracts prior to dispatching crew members to ensure accuracy and understanding of all details

Florence Unified School District - Transportation Dispatcher

Florence, AZ • 07/2016 - 07/2017

- Scheduled and dispatched drivers to locations in various ports and terminals
- Checked that each scheduled route was appropriately covered by delivery drivers
- Informed maintenance department about equipment breakdowns and provided updates on completion of work orders on trucks and trailers
- Reviewed paperwork and contracts prior to dispatching crew members to ensure accuracy and understanding of all details
- Familiar with Reefers, overloads hot loads, containers, terminals and ports
- Assisted call-in customers with questions and orders
- Maintained customer accounts and relationships

Clubcorp Club Operations, Inc. - Residential Property Manager

Costa Mesa, CA • 05/2014 - 12/2016

- Oversaw management of 9 properties while providing general service to tenants
- Coordinated with janitorial and engineering staff on maintenance and upkeep
- Maximized rental income while minimizing expenses through effective planning and control
- Handled tenant complaints promptly and appropriately, calling in repairmen and other support services as needed
- Maintained sufficient number of units market-ready at all times
- Analyzed and evaluated monthly and quarterly financial statements
- Handled disciplinary actions, performance appraisals and terminations of company staff
- Used strong negotiating talents to obtain reasonable fees from contractors for construction and plumbing work

Eatstreet - Legal Assistant

Paxico, KS • 08/2015 - 07/2016

- Opened new claim files
- Corresponded daily with clients, insurance adjusters, doctors and attorneys
- Conducted client interviews and all client intake services
- Directed incoming calls to appropriate staff members
- Organized legal memoranda and client correspondence
- Drafted various court documents, invoices and enclosures at attorneys' request
- Met with clients and other legal professionals to discuss case details

San Bernardino County Tad Office - Income Tax Preparer

City, STATE • 11/2014 - 06/2015

- Interviewed clients to collect information and gather necessary paperwork prior to preparing tax returns
- Maintained complete records of client tax returns and supporting documentation in secured areas
- Reviewed available data and compared against tax code to determine exemptions, deductions, and potential liabilities
- Prepared tax returns for clients according to government regulations and requirements
- Prepared written responses or tax return amendments to resolve state and federal notice
- Maintained friendly and professional customer interactions

Staff-It - Payroll Coordinator/Recruiter Coordinator

City, STATE • 03/2011 - 11/2014

- Coordinated weekly payroll for up to 200 personnel
- Reconciled accounts, managed deposits and tracked expenses
- Generated checks and stubs for direct deposits
- Performed calculations in payroll categories such as overtime, vacation and sick hours
- Investigated and resolved variances and employee claims
- Updated employee files with new details such as changes in address or salary levels
- Completed human resource operational requirements by scheduling and assigning employees
- Communicated with potential hires to provide clarity on expected tasks, compensation and policies
- Reviewed job applications to identify, vet and recommend optimal candidates