

# JESSICA CLAIRE

Montgomery Street, San Francisco, CA 94105  
(555) 432-1000 - resumesample@example.com

## PROFESSIONAL SUMMARY

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25 Years Financial Experience

## SKILLS

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- Banking and Investments
- Grants and Financial Management
- Exceptional MS Word/Excel
- SAP Financial Core and Business Warehouse
- Computer skills and technology
- Highly detail-oriented
- Technical Writing
- Complex problem solving

## WORK HISTORY

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02/2006 to Current **Financial Management Specialist**  
**Department Of Defense – Slidell, LA**

- Maintained **99%** accuracy in calculating discounts, interest and commissions.
- Successfully implemented new technologies and process automations to encourage continuous improvement.
- Facilitated successful internal and external audits through sound and thorough documentation.
- Composed effective accounting reports summarizing accounts payable data.
- Monitored payments due from clients and promptly contacted clients with past due payments.
- Researched and resolved accounts payable discrepancies.
- Oversee daily office operations of processing for grants staff of 3 contractor employees.
- Manage high volumes of financial activity in a fast-paced, environment.

05/2000 to 01/2006 **Helpdesk Support Specialist**  
**Transperfect – Corvallis, OR**

- Effectively managed a high-volume of inbound and outbound customer calls.
- Addressed and resolved customer product complaints professionally.
- Gathered and verified all required customer information for tracking purposes.
- Accurately documented, researched and resolved customer service issues.
- Prepared reports and communication for senior management and clients.
- Entered numerical data into databases in a timely and accurate manner.
- Assisted with receptionist duties, file organization and research and development.

03/1998 to 01/2000 **Wire Operator**  
**Quadgraphics – Buskirk, NY**

- Entered financial products including stocks, bonds and mutual funds into online system.
- Maintained friendly and professional client interactions at all times.
- Supported 75 Financial Consultants in a fast paced operation environment Transmitted 300 or more market and non-market orders for payment daily.
- Setup new account information for IRAs
- Documented and developed a procedures/guidelines manual for Wire/Order Operator's desk
- Generated weekly/monthly reports of all operational discrepancies for functional managers

## EDUCATION

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2006 **Bachelor of Science: Business Management**  
**University of New Orleans - New Orleans, LA**

**Associate of Applied Science: Accounting**  
**Delgado Community College - New Orleans, LA**

## ACCOMPLISHMENTS

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Completed NASA FIRST Leadership Training