

# JESSICA CLAIRE

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## PROFESSIONAL SUMMARY

Conscientious and compassionate human resources professional with drive for helping employers recruit, develop and retain qualified candidates. Skilled at partnering with management teams to build employee-centric cultures promoting positive morale and optimizing productivity. Motivating and positive with excellent interpersonal, coaching and communication skills.

## SKILLS

- Labor negotiations
- Compensation and benefits
- Succession planning
- Payroll coordination

## WORK HISTORY

### Accountant/Human Resources Manager, 08/2020 - Current

Bmo Harris – Saint Paul, MN

- Facilitated onboarding sessions and on-the-job training for new hires, bolstering employee job position knowledge and skillset.
- Coordinated with senior leadership and handled managerial needs by implementing fresh solutions into business strategies.
- Initiated and maintained workers compensation cases for tracking, reporting and legal mechanics.
- Collaborated with senior management and performed benefits analysis, corrective action planning and big-picture data capturing.
- Monitored and handled employee claims involving performance-based and harassment incidents.
- Gathered financial information, prepared documents, and closed books.
- Created budgets and forecasts for management group to meet regular accounting deadlines.
- Supported monthly reporting analysis to achieve validation of internal reports and to reconcile production operations and general ledger.
- Maintained up-to-date knowledge on permits, certificates and documents mandatory for government departments.
- Tracked financial progress by creating quarterly and yearly balance sheets.
- Documented cash, credit, fixed assets, accrued expenses and line of credit transactions.
- Enhanced budget administration by reviewing reports, leveraging knowledge to strengthen controls and improve transparency.

### Customer Service Representative, 08/2019 - 08/2020

Aveanna Healthcare – Glenwood, IA

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions.
- Provided information regarding charge accounts and loyalty programs.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Assisted customers with setting appointments, special order requests, and arranging merchandise pick-up.
- Communicated with vendors regarding backorder availability, future inventory and special orders.
- Responded proactively and positively to rapid change.
- Implemented and developed customer service training processes.
- Calculated correct order totals, updated accounts and maintained detailed records for inventory management.
- Trained new personnel regarding company operations, policies and services.
- Collaborated with sales team members to stay current on inventory levels, complete accurate orders and resolve item issues.
- Fielded customer questions regarding available merchandise, sales, current prices and upcoming company changes.
- Responded to customer requests for products, services and company information.

### Deputy Clerk/Front End Supervisor, 01/2014 - 08/2020

Loudon County Clerks Office – City, STATE

- Verified and analyzed free-and-clear title issues, odometer readings and VIN numbers to finalize sales deals.
- Arranged payoff checks for trade-ins and new vehicles.
- Used Xerox machines and reader and printer machines to make, file and distribute copies of recorded documents.
- Coordinated price adjustment between buyers and sellers.
- Marked and preserved exhibits introduced into evidence in court proceedings.
- Responded to inquiries from general public regarding court appearance, trial dates, judicial procedures and fines.
- Worked closely with applicants to determine eligibility and verify accuracy and integrity of application data.
- Worked closely with city personnel in development and interpretation of city and department policies and conferred with legal advisors and city officials regarding management problems.

- Issued public notification of official activities or meetings.

- Recorded and edited minutes of meetings and distributed to appropriate officials or staff members.

- Assisted newly hired clerks in learning about application reviews and verification procedures, performance strategies and customer service techniques.

- Responded to in-person and telephone requests for information from general public, attorneys and other involved parties.

- Processed payments for fines and fees, maintained accurate drawers, issued receipts and updated account balances.

- Prepared tax and title documents to submit legal transfer work to DMV.

- Calculated and remitted state sales tax, service and other charges.

### Billing Specialist, 01/2010 - 01/2014

Knoxville Heart Center – City, STATE

- Contacted clients with past due accounts to formulate payment plans and discuss restructuring options.

- Identified, researched and resolved billing variances to maintain system accuracy and currency.

- Managed efficient cash flow reporting, posted cash receipts and analyzed chargebacks, independently addressing and resolving issues.

- Handled high volume of in-bound calls pertaining to reconciliation of delinquent accounts.

- Worked effectively with medical payers such as Medicare, Medicaid, commercial insurances to obtain timely and accurate payments.

- Verified accuracy of accounts payable payments, resulting in [Number] % reduction in payment errors and check reissues.

- Posted data and kept other records concerning costs of goods or services or shipment of goods.

- Encoded and canceled checks using bank machines.

- Monitored equipment to check for proper operation.

- Trained and mentored new team members and managers on accounts payable systems and policies to build cohesive groups and promote operational performance.

- Generated accounts payable reports for management review to aid in financial and business decision making.

- Entered invoices requiring payment and disbursed amounts via check, electronic transfer or bank draft.

- Processed vendor and supplier payments on weekly basis.

- Paid vendors by monitoring discount opportunities and paid employees by receiving and verifying expense reports.

- Received and sorted mail, prepared packages for delivery and scanned documents.

- Used data entry skills to accurately document and input statements.

## EDUCATION

High School Diploma: 05/2008  
Lenoir City High School - Lenoir City, TN