

Jessica Claire

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Professional Summary

Efficient Office Clerk with commitment to day-to-day streamlining for big-picture success. Expert in accurate **Software** use and data entry with training in **Skill**. Distinguished leadership and organization skills with talent for accomplishing **Result**. Detail-oriented Records Specialist adept at coordinating digital and physical records for **Type** purposes. Highly organized and hardworking with clear focus on maintaining efficient and accurate operations. Prepared to offer **Number** years of experience and take on challenging new role with **Company**. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

Skills

- Data Trending Knowledge
- Calculating Liabilities
- Advanced Bookkeeping Skills
- Closing Processes
- QuickBooks expert
- Bookkeeping
- Finance
- Administrative support
- Report preparation
- Complaint resolution
- Professional telephone demeanor
- Multi-line phone talent
- Good listening skills
- Service standard compliance
- Creative problem solving
- Virtualization
- Word processing
- **Number** WPM typing speed
- Office administration
- Report analysis
- Advanced Excel spreadsheet functions
- Extensive vocabulary
- Human resource laws
- Mail handling
- QuickBooks proficient
- Schedule Management
- Database Management
- Business administration
- Maintains confidentiality
- Professional and mature
- Proofreading

Work History

- 08/2020 to 05/2021 **Accountant**
Albertsons Company Inc. – Cle Elum, WA
- Managed entire accounting cycle, including gathering information, preparing documents, finalizing reports and closing books.
 - Created budgets and forecasts for management group to meet regular accounting deadlines.
 - Evaluated and improved accuracy and completeness of financial records.
 - Prepared documents, reports and presentations for executives and board members using advanced software proficiencies.
 - Completed daily cash functions like account tracking, payroll and wage allocations, budgeting, donating and all types of cash and banking reconciliations.
- 06/2016 to 10/2018 **Business Owner**
Adventist Health System – Winter Springs, FL
- Devised processes to boost long-term business success and increase profit levels.
 - Conducted target market research to scope out industry competition and identify advantageous trends.
 - Provided outstanding coaching to employees to boost productivity.
 - Reconciled daily sales, returns and financial reports in QuickBooks.
 - Remained up-to-date on current trends and attended industry trade shows and markets to view and order inventory.
 - Trained and motivated employees to perform daily business functions.
 - Achieved sales goals and increased revenue and profits through productive strategy development and organizational leadership.
- 04/2013 to 09/2014 **Marketing Manager**
Rent-A-Center Inc. – Casper, WY
- Assessed marketing copy, art comps and final designs and compared with established specifications.
 - Boosted brand awareness and generated leads while managing internal and external marketing campaigns and programs.
 - Managed **\$Amount** marketing budget and associated P&L to develop and execute marketing strategies, budgets, and sales plans for **Industry** business segments.
 - Developed consumer-tailored print marketing materials for targeted distribution.
 - Developed network of related professionals to open up business opportunities.
 - Created **Number** marketing campaigns, which resulted in **Number**% increase in revenue.
 - Advocated for client requirements and objectives to internal and external stakeholders.
 - Created company brand messaging, collateral materials, customer events, promotional strategies and product commercialization.
 - Submitted professional proposals and project scopes in response to Requests for Proposals.
- 03/2011 to 12/2011 **Customer Relationship Manager**
Wells Fargo – City, STATE
- Monitored metrics and developed actionable insights to improve efficiency and performance.
 - Reinforced established quality control standards and followed procedures for optimal customer interactions.
 - Directed **Number**-person team of customer service personnel while helping front-line team members work effectively with over **Number** daily customers.
 - Used consultative techniques to understand customer needs and make strategic referrals to business partners.
 - Produced and implemented customer satisfaction guarantee program which directly resulted in **Number**% increase in sales over **Timeframe**.
 - Worked with clients to address and respond to client and partnership management issues.
 - Reviewed overdue tickets and followed-up with customer support personnel to resolve root cause of delay.
 - Assisted with conflict resolution during partnership negotiations and acquisitions.
 - Managed customer relations on ongoing basis to maximize customer retention.

Education

- 07/2007 **Ged**
Queens High School For Language Studies - Flushing, NY
- Member of **Honor's Society Name**
- 08/2010 **Associate Degree: Accounting**
Plaza College - Forest Hills, NY