

# JESSICA CLAIRE

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## SUMMARY

Intelligent Accountant with strong GAAP knowledge and data analysis expertise. Commended for successfully directing the Accounting team and maintaining timely operations in challenging environments. Results-oriented leader possessing first-rate process management skills to complete tasks within budget and on time.

Motivational leader and organizational problem-solver with advanced supervisory, team building and customer service skills. Experience stepping into roles and quickly making positive changes to drive company success. Focused on using training, monitoring and morale-building techniques to maximize employee engagement and performance.

## SKILLS

- GAAP Accounting
- Tax Return Filing
- Financial Statements Review
- Accounting Software Systems
- Accounting Records Analysis
- Payroll Management
- Document Recordkeeping
- Accounts Payable
- Account Reconciliation
- Regulatory Compliance
- Collections and Invoice Processing
- QuickBooks
- Attention to Detail
- Bank Reconciliation
- GL Reconciliation
- Payment Processing
- Invoice Preparation
- Spreadsheet Updating
- Microsoft Word Proficiency
- Tax Accounting
- Individual Returns Preparation
- Tax Form Completion
- Detail-Oriented
- Decision Making
- Small Business Tax Returns
- Time Management
- Problem Solving

## EXPERIENCE

**Accountant**, 11/2021 - 04/2022

**Axos Bank** – Omaha, NE

- Maintained accurate invoice summaries and collection records to enhance monitoring of billing and cash inflows.
- Verified documented and requested disbursements to facilitate payments.
- Checked figures, postings and documents for correct entry, mathematical accuracy and proper codes.
- Coded invoices and other records to maintain organized and accurate records.
- Communicated with vendors and clients to facilitate timely payments and reduce outstanding accounts receivable.
- Received payments from customers via cash, check and credit cards to pay company invoices.
- Prepared weekly payroll for team of salaried and hourly employees.

**Manager**, 07/2021 - 04/2022

**First Watch Restaurants** – Clarksville, IN

- Determined marketing strategies by reviewing operating and financial statements and departmental sales records.
- Entered time and attendance logs in preparation for payroll.
- Led team meetings and one-on-one coaching sessions to continuously improve performance.
- Exercised good judgment and decision-making in escalating concerns and resolving issues.

**Manager**, 08/2020 - 05/2021

**First Watch Restaurants** – Georgetown, KY

- Analyzed information and assessed liabilities and deductions according to relevant tax code.
- Produced minimum of 20 tax returns weekly to boost firms' filing process.
- Assisted small businesses and individual clients with filling out tax forms and electronically filing tax returns.
- Reduced errors associated with missed tax benefits by completing comprehensive reviews of internal tax preparation documents.
- Trained employees on additional job positions to maintain coverage of roles.
- Assigned tasks to associates to fit skill levels and maximize team performance.
- Monitored daily banking transactions.

**Call Center Representative**, 02/2019 - 01/2020

**Rustoleum** – Riverside, CA

- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- Answered incoming calls and provided highest level of professionalism and knowledgeable service to every customer.
- Documented customer correspondence in CRM to track requests, problems and solutions.
- Maintained strong call control and quickly worked through scripts to address problems.

**Accounting Procurement**, 01/2018 - 02/2019

**The Travelers Companies** – Windsor, CT

- Coded invoices and other records to maintain organized and accurate records.
- Prepared weekly payroll for team of salaried and hourly employees.
- Received payments from customers via cash, check and credit cards to pay company invoices.
- Coordinated timely payments from vendors, clients and account holders.
- Managed physical and digital files, monitored spreadsheets and updated reports to coordinate project materials.
- Answered phone calls and emails to provide information, resulting in effective business correspondence.

**Customer Service Specialist**, 01/2016 - 01/2018

**IUN Northwest** – City, STATE

- Assisted customers with making payments or establishing payment plans to bring accounts current.
- Provided outstanding service to new and long-standing customers by attending closely to concerns and developing solutions.
- Returned books to circulation by placing on proper shelves.
- Answered patrons' questions and assisted in finding materials requested.
- Facilitated payment of invoices for interlibrary loan charges and fees.

## EDUCATION AND TRAINING

**MBA: Business Administration**, 03/2023

**Indiana University Northwest** - Gary, IN

**Bachelor of Science: Information Technology Accounting**, 06/2018

**Indiana University Northwest** - Gary, IN

**Associate of Science: Accounting**, 06/2013

**North Seattle Community College** - Seattle, WA

**Associate of Science: Business Administration**, 06/2010

**North Seattle Community College** - Seattle, WA