

# JESSICA CLAIRE

100 Montgomery St. 10th Floor  
(555) 432-1000 - resumesample@example.com

## SUMMARY

Personable Front Desk Medical Receptionist skilled at facilitating patient appointments. Delivers top-notch service and support and works well under pressure. Expert in diffusing conflicts and solving patient or staff problems. Skilled administrative team member with in-depth understanding of medical standards, compliance requirements and operational procedures. Practiced problem-solver with friendly and caring mentality and excellent communication skills. Expertise in inventory management, customer service and inner-office operations.

## SKILLS

- Audit Preparation
  - Tax Return Filing
  - GAAP Accounting
  - Accounting Policy and Control
  - Accounting Procedures Validation
  - Stock Valuation
  - Inventory Verification
  - Decision Making
  - Report Preparation
  - Effective and Professional Communication
  - Reliability and Integrity Improvement
  - Fixed Assets Management
  - Personnel Recordkeeping Review
  - Extravagance and Fraud Detection
  - Cash Analysis
  - Account Reconciliation
  - Document Recordkeeping
  - Processing Checks and Invoices
  - Accounting Software Systems
  - Financial and Regulatory Consulting
  - Relationship Building
  - Problem-Solving
  - Critical Thinking and Analysis
- Jenzabar EX  
ArmyIgnitED  
Tungsten Network  
AI Portal  
Workday  
OneSite  
Yardi  
Block Works Tax Program  
Net Term Program  
NDC Health Lytec 2005 Program  
Oasis Programming

## EXPERIENCE

- 01/2021 to Current **ACCOUNTANT**  
**Avient** – Lockport, IL
  - Ensures that a company receives payments for provided goods and services, keeps a record of these transactions and resolves any discrepancies or missed payments
  - Performs general bookkeeping duties, such as keeping accounting software logs updated, reconciling accounts, making bank deposits, recording cash receipts and invoicing clients
  - An accounts receivable specialist conducts other important tasks
  - Receive incoming billing and invoicing-related mail. Answer clients' billing questions
  - Keep management informed of any specific issues, Initiate collections on past-due accounts
  - Maintain accounting ledgers accurately and according to best practices, handle all special billing situations
  - Periodically audit ledgers to ensure accuracy of billing addresses and invoice numbers
  - Encouraged team collaboration and motivated individual employees through positive reinforcement and technical recognition.
  - Managed communications with internal and external stakeholders.
  - Supervised cashiers, support training and daily procedure's.
- 11/2018 to Current **SENIOR TAX ANALYST**  
**Zazzle** – Fort Collins, CO
  - Organize data applications to assist tax recipients in the preparation of current and past year's taxes
  - Assist with the preparation of IRS and State audits
  - Calculate sales tax returns and depreciation for various tax reports
  - Answer client queries regarding tax codes and appropriate deductions
  - Accelerate and generate new business while supporting office and district priorities
  - Hire and train new tax professionals
  - Open and close office, balance cash drawer, prepare daily deposits and manage petty cash
  - Examined accounting systems and records to determine appropriateness of methods and controls
  - Collected taxes, monitored payment plans and imposed deadlines on delinquent taxpayers.
- 10/2017 to 05/2021 **Professional Leasing Consultant**  
**Goodwill Industries Of San Diego County** – Otay Mesa, CA
  - Prepared lease paperwork and obtained signatures and first payments from new residents.
  - Promoted high level of customer service and assistance by greeting clients, responding to concerns, showing units and quickly resolving issues.
  - Led property tours to showcase amenities to prospective tenants and offered valuable information regarding major features.
  - Contacted and followed up with tenants on renewal notices.
  - Encouraged prospective tenants to fill out applications after property tours.
  - Conducted background checks on applicants.
  - Detailed application requirements and answered questions from prospective tenants.
  - Promoted property to businesses in local area through marketing collateral, phone calls and email messages.
  - Maintained high customer approval rating through dynamic service, exemplary support and interpersonal communication.
  - Escalated critical issues to property manager to deliver immediate resolution.
  - Marketed property to prospective tenants by giving tours and pointing out key features.
  - Tracked leads using CRM software and followed up with interested parties.
  - Received rent payments and tracked transactions in accounting software.
  - Implemented online advertising and other marketing initiatives to generate interest from individuals and businesses.
  - Created and maintained newsletter to keep residents aware of upcoming events and activities.
  - Coordinated maintenance and repair requests and contacted contractors for bid proposals.
  - Used conflict resolution skills to quickly resolve issues among residents.
- 11/2013 to 11/2018 **OFFICER MANAGER CSL**  
**Rockford Construction** – Birmingham, MI
  - Organize data applications to assist tax recipients in the preparation of current and past year's taxes.
  - Created and implemented administrative processes and procedures to prioritize job tasks and establish personnel responsibilities.
  - Worked with management team to improve workflows and eliminate unnecessary tasks.
  - Oversaw customer service and satisfaction initiatives, reporting to management on successful strategies.
  - Analyzed and identified improvements to implement in department systems and controls.
  - Trained employees on best practices and protocols while managing teams to maintain optimal productivity.
  - Automated office operations for managing client correspondence, payment scheduling, record tracking and data communications.
  - Evaluated program performance against expectations.
  - Communicated company philosophies and policies, demonstrated work routines and documented performance.
  - Managed work requests, new orders, and pricing changes while coordinating logistics to verify delivery dates.
  - Automated office operations, managing client correspondence, record tracking and data communications in database and case management software.
  - Pitched in to help with office tasks during busy periods and staff absences.
  - Improved productivity initiatives, managing accounts, coordinating itinerary, and scheduling client appointments.
  - Planned and executed successful corporate meetings, lunches and special events for large and small groups.
  - Assist with the preparation of IRS and State audits.
  - Calculate sales tax returns and depreciation for various tax reports.
  - Answer client queries regarding tax codes and appropriate deductions
  - Accelerate and generate new business while supporting office and district priorities.
  - Hire and train new tax professionals.
  - Open and close office, balance cash drawer, prepare daily deposits and manage petty cash.
- 12/2016 to 10/2017 **ASSISTANT MANAGER**  
**Icon Lakewood Apartment Homes** – City, STATE
  - Performing all Leasing Professional duties and responsibilities.
  - Directed and led employees, supervising activities to drive productivity and efficiency.
  - Mentored staff to enhance skills and achieve daily targets, using hands-on and motivational leadership.
  - Delegated daily tasks to team members to optimize group productivity.
  - Collaborated with store manager to develop strategies for achieving sales and profit goals.
  - Enforced company policies and procedures to strengthen operational standards across departments.
  - Achieving occupancy goals and leasing expectations of the property by utilizing various marketing methods and programs.
  - Ensuring a professional appearance and positive attitude.
  - Conduct daily physical inspections of the property.
  - Managing leads and follow up processes through Lease hawk.
  - Assisting the Community Manager in implementing and maintaining a resident retention program.
  - Post rent to rent roll tracking system.
  - Assisting the Community Manager achieve delinquency standards weekly/monthly.
  - Ensuring that personnel in all departments operate within OSHA and EPA standards as well as follow all Fair Housing.
  - Assisting the Community Manager in required reports are completed and submitted when due.
- 08/2016 to 08/2017 **LEASING AGENT**  
**Lakewood Hills Apartment** – City, STATE
  - Performing all Leasing Professional duties and responsibilities.
  - Chieving occupancy goals and leasing expectations of the property by utilizing various marketing methods and programs
  - Ensuring a professional appearance and positive attitude
  - Conduct daily physical inspections of the property
  - Anaging leads and follow up processes through Lease hawk
  - Assisting the Community Manager in implementing and maintaining a resident retention program
  - Post rent to rent roll tracking system
  - Assisting the Community Manager achieve delinquency standards weekly/monthly
  - Ensuring that personnel in all departments operate within OSHA and EPA standards as well as follow all Fair Housing
  - Assisting the Community Manager in required reports are completed and submitted when due.
- 06/2002 to 06/2005 **Billing Clerk and Receptionist**  
**Christ Health Primary Care Clinic** – City, STATE
  - Responsible for scheduling appointments.
  - Determined new patients from established patients and disability patients.
  - Verified missed appointments.
  - Determined if patients are in chronic pain, have multiple medical problems or are currently taking multiple medications.
  - Determined if patient are taking narcotics for pain and ensure a physician prior to refilling their prescriptions see them.
  - Ensured patients are with the right doctor and no mix-ups occur.
  - Ensure that the patient's follow-up is with their original doctor.
  - Compile and verified accuracy of patient charts including patient history/physical, progress notes, lab results, X-Ray/EKG, correspondence, immunizations and injections.
  - Ensured patient's registrations were completed and medical insurance information and HIPPA Law agreement has been signed.
  - Ensured charts are properly labeled.
  - Maintained daily collection log ensuring that accounts were properly balanced along with moneybags and receipts balance out.
  - Keyed and researched Explanation of Benefits (EOB'S), super bills, phase sheets from hospital
  - Created and distributed end of the month reports
  - Verified patient insurance coverage, created financial plan according to treatment schedules for collections and communicated between patient and billing company regarding health insurance.
  - Assessed billing statements for correct diagnostic codes and identified problems with coding.
  - Entered procedure codes, diagnosis codes and patient information into billing software to facilitate invoicing and account management.

## EDUCATION AND TRAINING

- 06/2012 **Bachelor of Science: ACCOUNTING**  
**University of Phoenix** - Phoenix, AZ

- 05/2008 **Associate of Arts: ACCOUNTING**  
**Pulaski Technical College** - North Little Rock, AR