

# JESSICA CLAIRE

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(555) 432-1000 - resumesample@example.com

## PROFESSIONAL SUMMARY

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Goal-focused Accountant with record of accurate reporting and payroll management. Offering 2 years of experience handling finances for 6 locations. Processed payroll, payables, reports, audits, journals, expenditures and payments. Currently working towards obtaining Certified Managerial Accountant license.

## SKILLS

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- Payroll Management
- Accounting Records Analysis
- Monthly and Annual Journal Entries
- Processing Invoices and payments.
- Financial Reporting
- Discrepancy Reconciliation
- ERP Software (SAP)
- Flexible and Adaptable
- Payroll Auditing
- Problem Solving

## WORK HISTORY

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11/2020 to Current **Accountant**

Aspirus – Rhinelander, WI

- Performed advanced reviews of business operational trends and expected obligations to prepare accurate reports.
- Partnered with auditors on annual audits, internally and externally.
- Set up and improved accounting systems and processes to meet business needs and maximize operational success.
- Completed daily cash functions like account tracking, payroll and wage allocations, cash and banking reconciliations.
- Improved efficiency of data collection, analysis and modeling to enhance practices and increase customer retention.
- Evaluated and improved accuracy and completeness of financial records.
- Supported monthly reporting analysis to achieve validation of internal reports and to reconcile production operations and general ledger.
- Brought errors to near-zero in reporting, payroll administration and general bookkeeping.
- Prepared documents, reports and presentations for executives and board members using advanced software proficiencies.
- Identified and investigated variances to financial plans and forecasts.
- Reviewed accounting structures and procedures on regular basis to identify areas in need of improvement.
- Tracked financial progress by creating quarterly and yearly reports.
- Reconciled accounts and reviewed expense data, net worth and assets.

11/2019 to 11/2020 **Accounts Payable Clerk**

Continental Services – Troy, MI

- Applied proper codes to invoices to keep records organized and easily searchable.
- Prepared vendor invoices and processed outgoing payments.
- Investigated daily variances and corrected errors to resolve discrepancies.
- Reviewed vendor invoices for appropriate documentation and validity prior to payment.
- Reconciled processed work by verifying entries and comparing system reports to balance numbers.
- Maintained good working relationships with vendors and resolved disputes.
- Maintained payable shared email inbox and digitized invoices for processing.
- Identified and suggested remedies for areas of improvement based on detailed daily reports and analysis.
- Analyzed financial data derived from multiple reporting systems to develop recommendations for operational and performance improvements.
- Assisted day staff by completing daily computer backups, virus checks and program updates.
- Used SAP and Excel to perform accurate financial analysis and audits to mitigate financial risks.
- Computerized recordkeeping systems, initiating and maintaining financial accurate and current tracking in SAP.
- Reduced financial discrepancies, effectively reconciling bank accounts and organizing information into accounting software.

12/2013 to 11/2019 **Customer Financial Services**

Verizon Wireless – City, STATE

- Reviewed collection reports to determine status of collections and amounts of outstanding balances.
- Handled C2B customers in fast-paced office setting in coordination with solid team of 15 customer service associates.
- Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences.
- Recommended products to customers, thoroughly explaining details.
- Communicated professionally with colleagues, freelancers and clients.
- Surpassed collection goals through implementation of effective collection strategies.
- Kept high average of performance evaluations.
- Performed day-to-day collections functions.
- Persistently reached out to customers with extremely past due accounts to recover lost revenue.
- Trained new collections representatives on collections processes and incentivized team members to achieve production goals.
- Negotiated with account holders to devise repayment plans and minimize collections receivables.
- Delivered exceptional customer service on collection calls and maintained calm and professional demeanor.
- Processed payments and applied to customer balances.
- Maintained high volume of calls and met demands of busy and productive group.

## EDUCATION

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05/2020

**Bachelor of Science: Accounting**

College of Charleston - Charleston, SC

05/2015

**Associate of Science: Mathematics**

Trident Technical College - North Charleston SC

06/2012

**High School Diploma**

Cane Bay High School - Summerville, SC

## ADDITIONAL INFORMATION

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I enjoy learning and creating more efficient reports that benefit the company, its employees, and its analysis process.