

# JESSICA CLAIRE

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## SUMMARY

I have been employed with the same company for over ten years. In that 10 years span I have worked my way from the very bottom to the highest position. I have had experience in every aspect of the company including: Commercial Sales, Dispatch, Accounts Payable and Receivable, Human Resources, Service Management, Executive Director tasks. Unfortunately There is no more room for advancement and I am looking for a change of pace. I am extremely reliable, Timely and sharp. I have the upmost confidence that I can accomplish any thing I set my mind to. I would love an opportunity to prove myself.

## SKILLS

- Personnel information systems
- Staff compensation
- Employee engagement
- Employee relations
- Staffing and recruiting professional
- Leadership development
- Employee handbook development
- Payroll administration
- Benefits programs
- Human resources operations
- Recruitment and hiring
- Organizational skills
- Friendly, positive attitude
- Time management
- Multitasking

## EXPERIENCE

### 01/2014 to Current **Human Resources Manager**

**Proampac** – Mobile, AL

- Advised leadership on HR-related issues, including vacation and sick time, benefits, job services and employment discrepancies.
- Managed full-cycle human resource operational activities to maximize HR employee performance.
- Developed hiring and recruitment policies to drive transparent and fair hiring process for selecting candidates on basis of merit and relevance with job.
- Supported top talent identification processes by interviewing candidates and executing onboarding, orientation and benefits processes.
- Provided HR consultation services to leadership and department heads, such as payroll administration, 401K and OSHA compliance, benefits and workers compensation.
- Initiated employee evaluation process and recommended policy changes to help staff progress toward desired readiness goals.
- Held exit interviews and documented information discussed with employees.
- Formulated corrective action plan through analysis of management feedback and consultation with employee.
- Achieved desired work environment and performance by proactively advising and guiding employees on best practices and overseeing HR training.
- Supervised and guided personnel to eliminate downtime and boost productivity.
- Decreased workers' compensation claims by working closely with employees to promote safety.

### 01/2012 to 01/2014 **Account Manager**

**Walt Disney Co.** – Charlotte, NC

- Sent copies of invoices and statements to customers to facilitate payment of outstanding invoices.
- Processed posting and reconciling payments and addressing aged receivables.
- Researched customer billing issues and resolved problems to facilitate receipt of overdue monies and promote good customer relationships.
- Reached out to vendors and customers in order to resolve account problems.
- Generated monthly statements for accounts receivable operations.
- Cleared account balances by examining customer payments, payment history and coordinating contact with collections.
- Coded invoices and other records to maintain organized and accurate records.
- Processed monthly payments, researched payment discrepancies and prepared monthly reports.
- Entered, posted and scanned accounts receivable documents into accounting software.
- Reconciled accounts receivable and prepared income summary reports and cash reports.
- Examined customer payment history and coordinated collections arrangements.
- Calculated unpaid invoices to maintain updated receivables reports.
- Updated receivables by totaling unpaid invoices.
- Initiated and recorded accounts receivables to update accounting database and facilitate receipt of customer payments.
- Prepared appropriate documentation for income summaries, cash reports and accounts receivable reconciliation.
- Facilitated timely year-end audits by working closing with agency auditors to provide requested samples.
- Increased productivity and reduced expenses by implementing improved accounting procedures.
- Generated, mailed and monitored invoices.
- Performed various accounts receivable functions, including cash receipts posting, updating cash flow reports and researching chargebacks and write-offs.
- Evaluated open accounts to look for past-due balances and pursue collection strategies.
- Updated customer accounts and processed payments.
- Verified, classified, computed, posted and recorded accounts payable data and reconciled daily totals to confirm proper accounting.
- Investigated billing discrepancies and implemented effective solutions to resolve concerns and prevent future problems.
- Answered customer invoice questions and resolved issues discovered during invoicing and collection process.
- Worked closely with delinquent account holders to collect and reconcile accounts through approved channels.
- Kept accounts receivable tracking database current with relevant client information, collection and billing progress and program changes.
- Prepared and maintained customers' monthly reconciliation schedules.
- Interfaced with customers to bring accounts current with suitable repayment plans.
- Performed administrative tasks to support strategic initiatives.
- Contacted customers via email and phone to determine when past due invoices would be paid.
- Improved billing and month-end reporting processes.
- Handled wide range of special inquiries and certificates from customers, partners and government agencies.

### 01/2011 to 01/2012 **Dispatcher Office Assistant**

**Preferred Plumbing & Drain** – City, STATE

- Monitored dispatch board and adjusted call priorities regularly based on caller needs.
- Tracked changes in computer system to keep records current and accurate.
- Kept detailed and updated records of calls in physical and electronic databases.
- Managed daily delivery and work schedules to maximize coverage.
- Reviewed routes, daily traffic and weather conditions to adjust plans, meeting daily requirements and service needs.
- Answered customer requests with information about product availability, shipping information and status updates.
- Supervised driver dispatching, route planning and vehicle tracking for over 25 Service technicians.
- Communicated with individuals within inbound call center setting to complete dispatch support for Plumbing calls.
- Accurately and efficiently responded to over 30+ daily requests.
- Coordinated order processing, pick sheet running and invoice printing, as well as shift shipping logs and paperwork submissions.
- Reported delays, accidents or other traffic and transportation situations.
- Oversaw investigation and resolution of customer and vendor issues.
- Trained over 15 employees on accurate triaging and dispatching procedures while personally handling 30 daily calls.
- Quickly determined locations and needs for high volume of hourly callers to accurately send Service Technicians for assistance.
- Devised and implemented work plans for subordinate employees to check quality and consistency of work against organizational standards.
- Alerted Service of road and weather hazards in real time to accomplish 180 days without driver accidents.
- Maintained positive working relationship with fellow staff and management.
- Assisted organizational efforts by filing, entering data and answering phones.
- Communicated with customers regarding our processes to maintain satisfaction.
- Managed provider calendars by adding new appointments and rebooking patients to accommodate last-minute schedule changes.
- Worked with vendors to obtain quotes, negotiate contracts and handle 2 shipments per week.
- Strengthened traceability, developing organization systems for contracts, records, reports and agendas.
- Updated business forms to streamline processing and improve efficiency.
- Wrote reports and correspondence from dictation and handwritten notes to streamline operational planning.
- Contributed to production success by accurately coordinating records, supplies and paperwork.
- Supported 25 representatives by processing average of 30 new bookings each day.

## EDUCATION AND TRAINING

### 02/2010

**Associate of Applied Science: Medical Assisting**

**Heald College** - Salida, CA

### 06/2009

**High School Diploma**

**Central Valley High School** - Ceres, CA