

JESSICA CLAIRE

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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