

JESSICA CLAIRE

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 (555) 432-1000
 Montgomery Street, San Francisco, CA 94105

SUMMARY

Hard working graduate with a Bachelors degree in Business Administration. Equipped, through hands-on experience, with technical accounting skills and a practical understanding of how to apply accounting and business knowledge. Accuracy and precision in all tasks ensures a high level of efficiency and successful problem resolution.

An enthusiastic and motivated individual who is committed to a career in the accounting field.

SKILLS

- Standards of accounting
- Knowledge of regulatory standards
- General business knowledge
- Software proficiency
- Data analysis
- Attention to detail
- Effective communication
- Critical thinking
- Problem-solving
- Service orientation

EDUCATION AND TRAINING

Fort Lauderdale High School
Fort Lauderdale, FL • 06/1995

High School Diploma

Keiser University
Fort Lauderdale, FL • 04/2008

Associate of Arts: Business Administration

Keiser University
Fort Lauderdale, FL • 03/2009

Bachelor of Arts: Business Administration

EXPERIENCE

Adia - Customer Service Staff Member

Plainfield, IL • 04/2009 - 10/2019

- Researched, calmed, and rapidly resolve customer conflicts.
 - Greeted customers upon entrance and handled all cash and credit transactions.
 - Assigned customers over the phone regarding store operations, products, promotions, and orders.
- Multi-tasking
- Cashiered with two cash registers at once in tandem to maximize customer flow.
 - Balanced daily cash drawers and vaults totaling an average of \$40,000.

University Of Kentucky - Student Receptionist

Lexington, KY • 05/2005 - 03/2009

- Directed calls to the appropriate individuals.
- Notated telephone and in-person message and forward to appropriate recipient.
- Greeted all visitors in a cordial and professional manner.
- Maintained a comfortable, organized lobby area for prospective applicants.
- Performed other duties and responsibilities as assigned.

Nemacolin Woodlands Resort - Hotel Front Desk Agent

Farmington, PA • 01/1999 - 03/2005

Handled guest check in and checkouts professionally and in a welcoming and specialized manner.

- Represented the Hotel in regards to guest complaints and situations that required instant action.
- Resolved accounting discrepancies;
- Generated and distributed financial and auditing reports.
- Provided the maximum quality of service to guests.

Key Achievements

- Awarded the 2000 "Customer Appreciation Award" from hotel management based on guest surveys.

Apartment Investment & Mgmt - Accountant

City, State • 09/1995 - 09/1998

PROFESSIONAL SUMMARY

Highly analytical, results-driven accounting specialist skilled at working quickly and accurately under tight deadlines. Extensive knowledge of Excel and Quickbooks.

- Analyzed budgets, financial reports and projections for accurate reporting of financial standing.
- Reviewed accounting structures and procedures on regular basis to identify areas in need of improvement.
- Managed, tracked, and monitored financial updates, watch lists, and insurance files.