

# JESSICA CLAIRE

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## PROFESSIONAL SUMMARY

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

- 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

- 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

- 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

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