




# JESSICA CLAIRE

-  resumesample@example.com
-  (555) 432-1000
-  100 Montgomery St. 10th Floor

## SKILLS

- Problem-Solving
- Accounts Payable
- Monthly and Annual Journal Entries
- 50 WPM Typing Speed
- Administrative and Office Support
- Multi-Line Telephone Systems
- Financial Recordkeeping
- microsoft proficient
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- EMR Systems
- Data Entry
- Healthcare Claim Coding
- Electronic Filing System Organization
- Medical Release of Information ROI

## EDUCATION AND TRAINING

Southern New Hampshire University  
Hooksett, NH • 01/2023

*BBA: Business Administration*

Southern New Hampshire University  
Hooksett, NH • 05/2021

*Associate of Science: Business Administration*

Community College of Rhode Island  
Warwick, RI • 01/2014

*Cna License & Medtech License*

St. Mary Academy Bayview  
Rhode Island • 06/2011

*High School Diploma*

## CERTIFICATIONS

- Certified Nursing Assistant
- CNA License
- Certified Medication Technician (CMT)
- property & casualty & umbrella License - 2017
- National typing certificate 2020

## SUMMARY

Meticulous Administrative professional skilled in managing complex schedules and coordinating networking events to drive business development. Diplomatic communicator with expertise in active listening and conflict resolution. Proven history of applying business acumen to improve processes and increase productivity in office operations. Productive and personable Administrative Support professional offering 5 years of experience in clerical roles. Well-versed in maintaining accuracy and efficiency in all office operations, including calendar management, event coordination and accounting functions. Proficient in Microsoft Office Suite , Quickbooks, oracle peoplesoft CRM.

## EXPERIENCE

**Bayer Inc. - Accountant**  
*Wilmington, NC • 02/2020 - 11/2021*

- Examined financial statements and income statements to review company's financial performance.
- Prepared monthly and year-end closing statements, financial documents and invoices.
- Collected and assembled financial data to analyze costs on year-to-year basis relative to fiscal planning and budgeting activities.
- Examined budget estimates for completeness, accuracy and conformance with procedures and regulations.
- Monitored balance sheets and income statements to evaluate financial performance.
- Applied mathematical skills to calculate totals, check figures, and correct problems with physical and digital files.
- Maintained accurate invoice summaries and collection records to enhance monitoring of billing and cash inflows.
- Verified documented and requested disbursements to facilitate payments.
- Calculated and prepared checks for utilities, taxes and other payments.
- Interacted with internal and external auditors to help complete audits and resolve issues.

**Stauffer Financial Agency - Typist**  
*Fort Myers, FL • 07/2018 - 02/2020*

- Converted paper documents into digital files and added documents into database systems.
- Organized and maintained both physical and digital filing systems to establish sortation standards.
- Verified proper font size, alignment and styles on various forms of documents.
- Filed completed documents on computer hard drive or disk for storage purposes.
- Created letters, memorandums and monthly agendas for office distribution.
- Computed and verified totals on report forms, requisitions or bills with adding machine or calculator.
- Reviewed files and other documents to obtain information to respond to requests.
- Edited audio transcriptions for grammar, spelling and punctuation.
- Drafted notes and organized detailed texts providing context for captured audio.
- Transcribed dialogue, conversation and discussion with rigor and accuracy.
- Proofread audio transcript to establish proper phrasing and wording of audio transcriptions.
- Operated recording equipment and annotated recorded record to provide context of events during hearing process.
- Entered data in numerical and alphabetical order.

**Campbell Soup Co - Insurance Agent**  
*Garland, TX • 02/2015 - 07/2018*

- Engaged customers and provided high level of service by carefully explaining details about documents.
- Analyzed customer needs and provided best options, upselling products and services.
- Delivered individualized support and broad knowledge of company products to bring targeted services to individuals with varying needs.
- Attended company-sponsored gatherings to speak to community groups on insurance coverage options.
- Generated new leads and identified potential clients by using successful direct marketing strategies.
- Pursued new clients through various marketing strategies to grow existing portfolio of policyholders.
- Collected data for insurance claims through interviews and physical property inspection.
- Wrote policies, finalized documents and filed paperwork.
- Maintained pleasant and cordial attitude, remaining calm when issues arose.
- Educated and counseled clients about insurance coverage differences and results of decisions to persuasively sell maximum coverage within budget.
- Made appointments with potential clients to discuss products.
- Upsold products to policyholders and potential new clients.
- Reached out to potential clients to schedule appointments.

**Brookdale Assisted Living - Administrative Assistant**  
*City, STATE • 02/2015 - 02/2016*

- Managed physical and digital files, monitored spreadsheets and updated reports to coordinate project materials.
- Developed administrative processes to achieve organizational objectives and improve office efficiency.
- Directed customer communication to appropriate department personnel.
- Tracked and submitted employee timesheets to prepare for payroll processing.

## LANGUAGES

English:  
Negotiated:

## ACCOMPLISHMENTS

- Completed Institute of Certified Professional Managers (ICPM) training program to achieve the Certified Manager (CM) designation in 2018.