

Jessica Claire

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SUMMARY

Motivational leader and organizational problem-solver with advanced supervisory, team building and customer service skills. Experience stepping into roles and quickly making positive changes to drive company success. Focused on using training, monitoring and morale-building techniques to maximize employee engagement and performance.

SKILLS

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| <ul style="list-style-type: none">Financial Portfolio ManagementGAAP AccountingGreat PlainsRegulatory CompliancePayroll administrationAccounts payableYear-end close | <ul style="list-style-type: none">AuditingAccount reconciliationQuickBooksCustomer relationsAccounting and bookkeepingGeneral ledger accountingPayroll management |
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EXPERIENCE

11/2019 to Current **Accountant**

Albertsons Companies – Modesto, CA

- Prepared monthly and year-end closing statements, financial documents and invoices.
- Identified operational process inefficiencies and recommended necessary improvements.
- Informed clients of permits, certificates, applications and documents required by various government agencies.
- Assisted management with month-end and year-end close activities, including annual.
- Executed account updates and noted account information in company data systems.
- Implemented Excel software to improve billing efficiency and accuracy
- Handled past due accounts, including collections and status reports.
- Created highly organized filing system for account documents resulting in increased efficiency.
- Processed invoice payments and recorded information in account database.
- Managed all payments processing, invoicing and collections tasks.
- Monitored past due accounts and pursued collections on outstanding invoices.
- Loaded billing data into systems through data import, scanning or manual keying, to verify complete and accurate client invoices from vendors.
- Assisted customers with invoice questions, special invoicing, reporting, corrections and write-offs and resolved customer issues discovered during invoicing and collection process.
- Received and screened high volume of internal and external communications.
- Answered approximately 100 phone calls daily and pleasantly welcomed visitors to office.
- Updated financial, customer and business records with accurate information each day, preventing data loss and keeping files current.
- Maintained office supplies inventory by checking stock and ordering new supplies as needed.
- Collected payments, issued receipts and updated accounts to reflect new balance
- Supported office needs including taking messages, scanning documents and routing business correspondence.
- Dispersed incoming mail to correct recipients throughout office.
- Maintained business records by updating customer information.

05/2015 to 07/2019 **Education Manager**

Aza – Atascadero, CA

- Monitored supplier operations to verify quality, delivery schedule and conformance to contract specifications.
- Collaborated with staff to maximize customer satisfaction, streamline procedures and improve bottom-line profitability.
- Trained employees on additional job positions to maintain coverage of roles at all times.
- Conducted inventory counts by assessing current state of inventory integrity against target accuracy levels and tracking variances.
- Reduced shrink by developing culture of loss prevention, improving return processes and upgrading store layout.
- Facilitated exceptional sales and performance results by focusing on continuous improvement approaches and capitalizing on emerging market opportunities.
- Assisted with physical setup of education programs and contributed event leadership.
- Managed educational offerings through creation of innovative pathways.
- Created effective training course objectives, course content and all materials.
- Determined course objectives and found or wrote course materials to cover topics.
- Planned and led training programs on staff development to enhance employee knowledge, engagement, satisfaction and performance.
- Presented training information via role playing, simulations and team exercises.
- Managed training calendar for entire fiscal year, including setting course plans, training spaces and department rotations.
- Conducted evaluations of training courses to uncover areas in need of improvement.

08/2013 to 06/2018 **Assistant Manager**

Miami Parking Authority – Miami, FL

- Planned and prepared workflow schedules, delegating tasks for 102 team members
- Reviewed sales reports to enhance sales performance and improve inventory management accuracy.
- Maintained inventory accuracy by counting stock-on-hand and reconciling discrepancies.
- Cultivated hands-on training, assessment, guidance and performance monitoring programs to coach and mentor employees.
- Drove operational efficiency, building customer rapport to foster loyalty and increase sales.
- Enforced company policies and procedures to strengthen operational standards across departments.
- Oversaw team development according to industry service standards to further customer loyalty.
- Completed inventory audits to identify losses and project demand.
- Analyzed monthly sales and performance reports to support operational planning and strategic decision making.
- Secured revenue, accurately monitoring transactions and deposits to eliminate discrepancies.
- Assisted store manager in evaluating employee performance and cultivating improvement initiatives.
- Trained team of 28 to deliver outstanding customer service, boosting customer satisfaction ratings **100%**.
- Collaborated with store manager to develop strategies for achieving sales and profit goals.
- Directed and led employees, supervising activities to drive productivity and efficiency.
- Initiated inventory control measures to manage and replenish stock, maintain cost levels and meet customer demand.
- Implemented training processes for newly hired employees and supervised department managers, shift leads and production personnel.
- Delegated daily tasks to team members to optimize group productivity.
- Mentored staff to enhance skills and achieve daily targets, using hands-on and motivational leadership.

EDUCATION AND TRAINING

Associate of Arts: Arts And Photography
Waldon Photography School - Denison, TX