

# Jessica Claire

Montgomery Street, San Francisco, CA 94105  
(555) 432-1000 - resumesample@example.com

## SUMMARY

Program Technician offering experience supporting achievement of [Program] goals and objectives. Demonstrated talents for managing office activities, assisting program executives and aiding program participants. Highly organized with outstanding customer service skills.

## SKILLS

- Dependable, responsible contributor committed to excellence & success.
  - Flexible team player who thrives in environments requiring the ability to effectively prioritize & multitask.
  - Results driven achiever with excellent planning & organizational skills, along with a high degree of attentiveness
  - Highly adaptable, mobile, positive, patient worker who is open to new ideas.
  - Exceptional listener & communicator who effectively conveys information verbally and in writing.
  - Excellent problem solver who can generate workable solutions and easily resolve customer complaints.
  - Encourages others to take on challenges.
  - Computer literate software proficiency covering a wide variety of applications.
  - Quick, independent, excellent team player, diligent multitasking in a fast-paced environment & dependable.
  - Accounting I, Research
  - Accounting, SCO
  - Accounts payable, Statistics
  - Agency, Supervisor
  - Automotive, Team player
  - Balance, Composition
  - Benefits
  - Bookkeeping
  - Business Communications
  - Computer literate
  - Draw
  - Critical Thinking
  - Dependable
  - Fast
  - Financial Accounting
  - Forms
- HR
  - Insurance
  - Invoicing
  - Legal
  - Multitasking
  - Communicator
  - Organizational skills
  - Payroll
  - Personnel
  - Policies
  - Problem solver
  - Protocols
  - Quick
  - Reconciling
  - Repairs
  - Strong problem solver
  - Meeting planning
  - Professional and mature
  - MS Office
  - Invoice generation
  - Administrative support
  - Customer service
  - Communications
  - Problem resolution
  - Planning and coordination

## EXPERIENCE

- 05/2018 to Current

**Program Technician I**  
**Kansas State University Foundation** – Manhattan, KS

  - Process & maintain monthly attendance records & payroll for permanent/ seasonal staff.
  - Audit timesheets & leave balance records for accuracy.
  - Verify that regular & overtime hours are paid correctly.
  - Assists employees with completion & submission of timesheets & personnel forms/documents.
  - Corrects & updates changes to employee’s personnel records.
  - Assess & initiates appropriate action on transaction problems pertaining to employment history & payroll documents.
  - Initiates/coordinate resolution of confidential, difficult and/or complex issues between HR, headquarters, PDEP & district employees.
  - Coordinate employment, benefits & promotional documents between the field offices and HR.
  - Receives Merit Salary Adjustments from HR to submit to the appropriate supervisor.
  - Research & answer inquiries from employees regarding benefits, timesheets, employee leave balances, leave of absence, direct deposit, state service months & payroll issues.
  - Reconciling PCard/ Cal Card bank statements with invoices & charges posted within the Fi\$CAL system.
  - Verify that salaries & benefits are properly paid out in contract invoices.
  - Enter in all State Contract Invoices into a tracking log & confirm when invoices are paid by SCO.
  - Process New Hire packets and SO-8 documents.
- 04/2017 to 05/2018

**Agricultural Technician I**  
**Mistras Group** – Waynesboro, GA

  - Follows established protocols for survey, eradication or trapping.
  - Suspect plant and insect samples are removed from foliage using various insect/plant collection tools.
  - Must be able to draw maps to show exact geographic locations.
  - Keeps daily reports of work completed.
  - Screens wet and dry traps for target pests.
  - Interacts with public in a professional manner.
  - Briefly answers questions about survey, detection and eradication program, referring questions asked regarding gardening, tree diseases, etc.
  - To the proper agency.
- 05/2014 to 09/2016

**Office Manager**  
**A Auto Care** – City, STATE

  - Completed Bookkeeping, account reconciliations, accounts payable/receivable.
  - Processed payroll, issued checks for accounts necessary.
  - Kept records of all documents processed or returned.
  - Explained policies, procedures, fees and regulations required by the Bureau of Automotive Repair.
  - Answer and directed all incoming calls on a multi- line platform.
  - Process all insurance claims for vehicle repairs.
  - Wrote up all estimates for jobs, including parts and labor.
  - Reconcile weekly part orders against invoicing and worked with the vendors when adjustments needed to be made.

## EDUCATION AND TRAINING

- Pre-Veterinary Medicine**  
**West Texas A&M University** - Canyon, TX

2021

**Associate of Arts: Accounting**  
**American River College** - Sacramento, CA

Ethics/Fraud/ Legal Issues Accounting, Accounting I Principles of Macro Econ, Financial Accounting, Federal/State Taxation, Fundamentals of College Accounting, Intro to Probability & Statistics
- Equine Studies**  
**Cosumnes River College** - Sacramento, CA

Intermediate Algebra with Applications

Advanced Composition & Critical Thinking and Writing

Intro to Equine Science

## ACTIVITIES AND HONORS