

BRITTANY M. ANDERSON

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ADMINISTRATIVE PROFESSIONAL WITH EXTENSIVE FINANCE EXPERIENCE

Accounting and Finance/Administration/Research and Analysis

SUMMARY OF SKILLS

- A solutions-focused Administrative Professional with a passion for excellence, contagious enthusiasm and considerable experience in a variety of fast-paced environments; a performer with the ability to prioritize and manage multiple responsibilities simultaneously, proactively resolve issues and consistently meet and exceed established goals and objectives under tight, deadline-driven conditions.
- Team-player and leader demonstrating a high-level of energy, accuracy and thoroughness; recognized for capacity to work autonomously as well as collaboratively, take initiative, ownership and accountability and interact effectively with all levels of support staff and management.
- Superior interpersonal, organizational, analytical and troubleshooting skills; strong written, oral and technical aptitude.

CORE COMPETENCIES

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| • <i>Encumbrances/Procurement</i> | • <i>COMMBUYS</i> | • <i>Business/Administrative Operations</i> |
| • <i>Billing/Accounting/Collections</i> | • <i>Contract Management</i> | • <i>Scheduling</i> |
| • <i>Issue Resolution/De-Escalation</i> | • <i>Team Mentoring/Training</i> | • <i>Research/Investigation/Analysis</i> |
| • <i>Accounts Payable/Receivable</i> | • <i>Strategic Sourcing Certified</i> | • <i>Conflict/Resolution Management</i> |

TECHNICAL ADDENDUM/SOFTWARE KNOWLEDGE

- Microsoft Office (Word, Outlook, PowerPoint, Excel, Publisher)

PROFESSIONAL EXPERIENCE

Contract Administrator

P.J. Keating Company

October 2019 – Present

- Assist estimators in bidding process including filling out bid paperwork, saving bid documents to shared drives, RFQ's from subcontractors, maintaining bid files, and tracking bid results in Pipeline.
- Review contract documents and setup jobs in accounting software (Viewpoint) ensuring compliance with established SOX controls.
- Compile job packages for distribution to Project Managers and Superintendents.
- Process state estimates and book subledger payments based on work completed.
- Invoice contractors, cities and towns.
- Provide excellent customer service to vendors, MassDOT and municipalities to resolve any billing discrepancies or questions.
- Maintain police detail invoices for all MassDOT jobs, obtaining approvals, paying invoices and sending copies of checks to MassDOT for reimbursement.
- Review of contracts for compliance with company standards, adding addendums and making changes where necessary.
- Create Purchase Orders for various materials and services based on needs of field staff/jobs.
- Billing and tracking liquid asphalt escalation.
- Job reconciliations and change orders
- Review daily payments from MassDOT and municipalities for release of payments to subcontractors, ensuring all subcontractors are paid in a timely manner.
- Tracking subcontractor Certificates of Insurance for expirations and updating vendor files to ensure compliance.
- Create purchase orders for construction projects. Verify invoices when received against PO's and obtain approval for payment, researching invoice origin when a purchase order cannot be located.
- Issue certificates of insurance to project owners.

Selected Accomplishments:

- Assisted in successful 2019 end of year audit.
- Collaborated as a team with Contracts staff to resolve ongoing billing issues prior to end of the fiscal year.

Contract Specialist III
Department of Mental Health

Commonwealth of Massachusetts

May 2017 – October 2019

- Examined and processed various contracting documents using the Comptroller's MMARS system, as well as internal systems, to ensure that contracts were accurate, appropriate and complied with the Commonwealth's rules and regulations.
- Reviewed budgets to ensure appropriate funding was in place to support contracts.
- Provided technical assistance to program staff, fiscal staff and vendors to ensure compliance with agency rules and regulations.
- Analyzed contract proposals and related documents in order to determine compliance with established criteria.
- Communicated with staff and vendors to ensure contracts were executed in a timely manner.
- Communicated with vendors and other state agencies by telephone or in writing to resolve accounting discrepancies or obtain documentation regarding dispute and reporting requirements.
- Coordinated and prioritized contract activities in order to ensure efficient operations.
- Maintained constant communication with program staff and vendors to ensure smooth contracting process.
- Entered and managed all contracts in the EIM system and Case Management System (CMS).
- Sent out contract and amendment approval notices to Providers and Site Staff.
- Maintained various tracking systems and analyzed monthly billing from Providers to identify potential cost savings throughout the fiscal year.

Selected Accomplishments:

- Simultaneously trained for Contract Specialist position while training Accountant III replacement.
- Consistently received positive ratings on all reviews and audits.
- Created reports for program staff to closely monitor quarterly and annual funding; assisting in the reduction of reverted funding for the fiscal year to less than 1%.

Accountant III
MassDOT / Department of Mental Health

Commonwealth of Massachusetts

May 2013 – May 2017

- Processed service requests to ensure that proper procedures were followed according to the standards of the Operational Services Division and the State Office of the Comptroller; such as ensuring quotes have been obtained, utilizing Master Agreements when possible and checking that all required documentation has been submitted.
- Utilized MMARS warehouse to track spending and reconcile contracts
- Created and maintained spreadsheets tracking district budgets and spending.
- Researched vendors and available Master Agreements when necessary
- Responsible for coordinating renewal of service contracts at the beginning of the new fiscal year
- Compiled all necessary information for contract overrides when necessary and sent to the Office of the Comptroller, following up regularly to ensure a fast approval process.
- Reviewed and completed LCM payroll coding each week for all district personnel in a precise and timely manner.
- Created agendas and recorded meeting minutes at all Maintenance department meetings.
- Assisted Head of the Maintenance department with special projects and organizational tasks.
- Paid invoices for all telecommunication accounts, WB Mason, Osterman Propane and ConEdison Solutions
- Reviewed all Snow and Ice vendor payments for accuracy and approved at district level.
- Processed new vendor and vendor modification paperwork for all new vendors, corresponding with the Comptroller's Office to resolve any issues or discrepancies.

Selected Accomplishments:

- Consistently received positive ratings on all stages of EPRS.
- Collaborated successfully as a team to achieve quarterly bill discount goals.
- Overhauled problematic paid bill records, created new organized spreadsheet system to make information easier to locate and interpret.

Billing Representative**Quest Diagnostics****Oct. 2011 – May 2013**

Communicate with patients and clients to answer inquiries, offer information regarding testing and address the billing process for a leader in diagnostic testing for neurological diseases.

- Performed a wide variety of administrative/clerical duties including department write off processing, communications with collection agency (Stevens Business Services), data entry, filing, copying and faxing; responsible for posting all incoming payments and reconciling bank deposits daily.
- Initiated outbound calls to patients, providing exceptional service to the public.
- Established and maintained strong working relationships with all departmental staff; trained new billing representatives, providing ongoing direction, coaching and support.
- Supervised temporary and contract billing representatives to ensure standard procedures were followed and an excellent level of customer service was maintained.

Selected Accomplishments:

- Consistently earned positive ratings on all audits and reviews.
- Praised by Supervisor for excellent performance as an interim client account representative, filling in with little notice and minimal training for a colleague on maternity leave.
- Efficiently and effectively completed assigned projects/tasks within the allotted time.

Customer Service Representative**OnProcess Technology****May 2011 - Oct. 2011**

Supported customers with the return of defective products through inbound/outbound calls and emails for a leading provider of service supply chain optimization and customer experience management services to some of the world's most prominent technology companies.

- Organized, entered and maintained a high-volume of information and paperwork; investigated returns, identified discrepancies and resolved escalated customer issues by interfacing with clients and other internal departments.
- Completed meeting minutes for weekly email team meeting

Selected Accomplishments:

- Demonstrated ability to learn new organizational processes, policies and procedures with minimal ramp-up time.
- Applied sound knowledge to diverse applications and dealt tactfully and effectively with difficult customers.
- Hand-picked to design and implement a team informational bulletin board.
- Selected to participate in two specialized groups: the email correspondence and unresolved receipts teams.
- Collaborated successfully as a team to achieve and surpass quarterly call goals.

ADDITIONAL EXPERIENCE

- Inventory Specialist, RGIS Inventory Specialists, Sagamore Beach, MA (Jan. 2011 – May 2011)
 - Server/Hostess, UNO Chicago Grill, Hyannis, MA (April 2010 – April 2011)
 - Barista, Marylou's Coffee, Sandwich, MA (Dec. 2006 – Aug. 2010)

EDUCATION

Coursework Completed Toward a Bachelor of Science Degree in Psychology and Social Work
Bridgewater State University, Bridgewater, Massachusetts (2008 – 2010)

Currently enrolled in a Web Development Accelerated Certificate Program at Worcester State University

SPECIALIZED TRAINING/PROFESSIONAL DEVELOPMENT

- Strategic Sourcing Program Certified by the Operational Services Division – December 2015
- COMMBUYS Purchasing/Procurement Training
- Professional trainings completed with CyberSense in Intermediate Excel, Visio, OneNote and Outlook

Personal and Professional References Furnished Upon Request