

## **Seamona J. Stewart**

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### **Experience:**

#### **Beyond Ecstatic, LLC**

Owner/Operater (March 2014 – Current)

##### Event Planning

- Organize facilities and manage all event's details and vendors such as decor, catering, entertainment, transportation, location, invitee list, special guests, equipment, promotional material etc.
- Liaise with clients to identify their needs and to ensure customer satisfaction
- Conduct market research, gather information and negotiate contracts prior to closing any deals
- Provide feedback and periodic reports to stakeholders
- Propose ideas to improve provided services and event quality
- Specify staff requirements and coordinate their activities
- Coordinate marketing and PR strategies to promote and publicize event
- Proactively handle any arising issues and troubleshoot any emerging problems on the event day

##### Personal Concierge

- Provide office support for business owners including process improvement, auditing and account reconciliation, .
- Provide ongoing nanny services, including general household duties, meal planning, activity planning, and childcare.
- Coordinate and manage client's household.

#### **Incomm**

Reconciliation Analyst (November 2011 – March 2013)

- Reconciled Vendor gift card accounts
- Initiated daily funding for Canadian banking partner
- Created balancing records for new financial cards portfolios

CompuCredit/Atlanticus Holding Corp

Payment Processing Manager (April 2007 to November 2011)

- Manage Payment Vendor relationships
- Ensure the proper set up for new Payment Vendors
- Ensure all payment files are processed timely and balanced
- Establish all payment methods for new products and portfolios
- Ensure compliance to all NACHA guidelines
- Automated Escheatment process
- Created reconciliation process for Credit Balance Refund account
- Research out of balance issues on outstanding operational accounts
- Completed process improvements for various Financial Operations areas to maximum resources
- Analyze data using Monarch and Business Objects to provide data to make informed business decisions

#### **InfiStar/First National Credit Card Company**

Staff Accountant (July 2005 to April 2007)

- Managed daily settlement process
- Completed monthly end close
- Created monthly servicing invoices
- Created and maintained quarterly MasterCard/Visa quarterly reporting
- Managed the enhancement service products
- Reconciled General Ledger accounts
- Contributed to month end close process
- Responsible for journal ledger entries

#### **Fifth Third Bank –September 1995 – October 2004**

Card Products Accountant, FTPS Accounting (October 1999 to October 2004)

- Created, maintained and prepared a \$70 million card products income statement

- Coordinate card products budget with 17 bank affiliates
- Audit various revenue and expense items, uncovering over \$2.2 million in overcharged expense or unrecognized revenue
- Streamlined MasterCard/Visa reporting enabling reduction of two full time employees
- Reconciled general ledger accounts

Report Specialist, Credit Card Product Management (February 1998 to October 1999)

- Proactively managed various client relationships gaining 100% customer satisfaction for agent banks and co-branded portfolio
- Communicated departmental activity to senior management across several lines of business
- Coordinated and analyzed credit card employee incentive program correcting overpayments of over \$100,000
- Provided weekly statistical reporting to management team

Bankcard Clerk, Bankcard Credit (September 1995 to February 1998)

- Developed cross training manual and trained new employees
- Answered customer calls regarding credit card accounts
- Entered data from bankcard applications credit bureaus
- Managed external and internal balance transfer requests
- Processed marital and deceased accounts

**Additional Skills:**

- Advanced skills in Microsoft Office suite
- Knowledge in Business Objects application
- Active in development and ongoing operations of youth mentoring program

**Achievements:**

Outstanding customer service letters of appreciation from several customers and employees  
Completion of Bankcard Basics seminar sponsored by Visa USA

**References**

Yvonne Cook  
Financial Counseling Technician  
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Financial Analysis  
(404) 965-6007

Shemika Jones  
Operations Specialist  
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Operations Director  
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