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

(513) 508-5307

Brian Owensby

Financial Analysis

(404) 965-6007

Shemika Jones

Operations Specialist

(678)763-7784

John Demonica

Operations Director

(770)828-2280