Andrew C. DuMond

(203) 554-7766 | Andrew@DuMond.Accountant

www.DuMond.Accountant

EDUCATION

Norwalk Community College, Norwalk, CT
Accounting Associates Degree   09/18 - 06/21
Dean's List: Summer 2019, Fall 2020, Spring 2020, Spring 2021 3.48 Cumulative GPA

Montgomery School of Business, Takoma Park, Maryland
Business Administration Major   09/17 - 05/18
Fall 2017 Dean's List

Certifications:

LinkedIn Certifications/Completed Courses: Microsoft Excel Assessment Badge, Microsoft Word Assessment Badge, and Salesforce for Customer Service Course.

EXPERIENCE

Freelance Web Developer, Simian Advisors, Darien, CT   09/21-Present
- Attended a remote full-time full-stack coding boot camp at Columbia University
- Built an extensive portfolio of my creative UI/UX designs, expertise in Backend/Frontend coding, and SEO knowledge.

Accounts Specialist Consultant, Datto (NYSE: MSP), Norwalk, CT   04/21– 08/21
- Completed a 2-week training program in the Accounts Services department
- Utilized Salesforce ticketing system to track all incoming billing and collections cases for all of Datto's Asian and Australian IT service providers.
- Processed payments, invoices, and subscriptions within Oracle NetSuite and Zuora billing.
- Designed email templates for the Collections/Billings team to maximize external email efficiency
- Assisted IT service partners with evaluating their invoices and understanding Datto's numerous billing policies
- Provided detailed instructions for partners to complete billing tasks in the Partner Portal
- Attended instructional seminars for Cybersecurity and IT MSP Sales

Administrative Assistant, Cuono Engineering PLLC, Portchester, New York   03/19 – 08-19
- Completed a variety of administrative tasks every week
  - Database management of all incoming requests, projects, and completed services
  - Contacted clients concerning arrears and payment issues
  - Directed incoming calls to the appropriate extensions
- Created protocols to answer phones and record incoming structural engineering requests
- Developed outlines instructing the process of payment regarding invoices
- Utilized my experience in tech support to install a wide range of equipment throughout the office

Public Policy Intern, **Michael J. Fox Foundation,** Washington D.C.   05/17 – 08/17
- Researched and collected congressional voting records of relevant legislation
- Developed and organized lists of state healthcare legislation for lobbying purposes
- Compiled minutes and summaries during conference calls with various non-profits

Waiter, **Busboys and Poets Restaurant,** Washington D.C.   08/16 – 01/17
- Participated in a two-week customer service and menu knowledge training
- Utilized MICROS Systems to place customer's orders
- Sustained exceptional customer service earning 21 percent tip average

SKILLS
- **Technical Skills**:
  - ***Hardware****:* projector installation, computer assembly/installation, RAM installation, professional videography, and surround sound installation.

- o **Software***: Salesforce, NetSuite, Zuora Billing, QuickBooks, Guru, JIRA, Slack, Google Suite, Google Sites, Word, Excel, PowerPoint, Outlook, Access, Adobe Photoshop, Illustrator, InDesign, Premiere Pro, WordPress Web Design, and Final Cut Studio
  - o **Web Development:** HTML, CSS, JavaScript, Node.js, React, and SEO
- **General Skills:** Excellent interpersonal and communications skills, experience providing quality customer service, strong work ethic, dedication to problem-solving, enthusiastic presentational skills, and exceptional analytical skills.

VOLUNTEER

NCC Accounting Club Member
Founder and Chapter President of Young Americans for Liberty at Montgomery College- Student club focused on raising awareness of constitutional rights and community involvement.
Michael J. Fox Foundation Hill Day Volunteer- Met with CT representatives and senators regarding legislative healthcare concerns for patients with Parkinson's Disease.