

Lucy Johnson

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OBJECTIVE: To obtain a challenging position in which I can use my experience and background while pursuing advancement opportunities based on my performance and contribution to the organization.

QUALIFICATIONS: Professional, Organized, Self-Motivated, Energetic, Dependable, Focused, Attentive to detail.

EMPLOYMENT HISTORY

2006 – Present Design Structures LLC The Dalles, OR

Accounting Specialist / Office Manager / IT controller

Accounts Payable and Receivable utilizing Excel, Word, and Sage Master Builder Construction Industry Software.

Responsible for multiple cash and checking accounts. Monthly reconciliation and reporting to ownership group. Budget setting and review.

Human Resources – new hire interviews and orientations. Benefit package and presentation including health, dental, life and 401k. Time keeping and time card processing including tracking and conformance for prevailing wage public projects.

Administrative duties relating to the construction industry including subcontractor contracts & conformance and client progress billing. Job start-up organization of project binders and close out process including Operation & Maintenance binders.

IT support and coordination between three offices on shared network. Management of multiple workstations & printers in a collaborative PC & Mac environment. Monitoring and management of VOIP and video conferencing / DSL / phone system and cell phone accounts.

2003 – 2006 Keilman Dental Clinic The Dalles, OR

Accounts Receivable Manager

Front Office: Answer phones and assist with appointment scheduling. Prepare & present patients, (upon diagnosis of treatment) Treatment Plan with calculated expenses which includes estimated out-of-pocket and insurance coverage amounts. Process & distribute all mail. Enter daily receivables and create bank deposit. Daily balancing and printout of reports. Handle accounts receivable collection procedures in conjunction with collection agency. Monthly statements and assessment of finance charges. Organization of front office which includes daily filing of patient charts, stocking and ordering of supplies, keeping reception area clean and organized, sanitation of exposed public areas, greeting and seating of patients, maintaining current patient information and records. Compliance with HPPA (Patient Privacy Act), keeping strict confidence of patient information. Design, create and update patient forms, brochures and office documents. Assist Hygienist with processing of periodontal chart surveys and x-rays. Work with insurance companies to maintain current details of insurance plans and accurate processing of dental claims. Submit pre-treatment estimates and requests for authorization. Send additional information to insurance company when necessary. Duplicate X-rays. (x-rays, chart notes, supporting data, Doctors recommendations in letter form)

1989-Present Bohn's Printing, Inc. The Dalles, OR

Office Manager / Accounting & Bookkeeping

Office Management / Service: Answer multi-line phones; assist walk-in customers with personal one-on-one consultations / service, ordering supplies and processing orders, sales calls, dispatching technical department service calls. Assist with interviewing of perspective employees, hiring and employee job performance, handling conflicts within working environment, handle questions regarding quality, pricing, and timeliness of orders/jobs. Cash handling, driving company vehicle for deliveries and pick-up orders in Portland area. Comparison-shopping for printing, bindery, paper, furniture & supplies in order to sell and create competitive pricing.

Bookkeeping /Accounting: Implementation & Extensive use of QuickBooks (pro & POS), Quicken. Accounts receivables, payables & payroll. Monthly billing / statements. Handle all collection matters with calls, form letters, and court filing & representation. Bank deposits, cash handling, Company tracking profit & loss. Tax preparation, Maintain Payroll (time-tracking & check printing), Retirement plans, vacation pay, etc.

Graphic Design, Typesetting, and Printing: Computer generated graphic design and typesetting. Many software programs to produce effective, professional & creative projects in the printing/advertising industry. Generous mathematics & preciseness that is expected. Price estimating (percentages/markups) & presentation of project quotes.

Extensive pressroom work (prepress, bindery, cutting & packaging). Job tracking scheduling, prioritizing for deadlines and maintaining my department in conjunction with pressroom scheduling. Web page development, design, and maintenance, including launching & domain name registrations.

Konica Copier / Printer / MFP Sales: Building current & new customer base, strategizing with customer to find ideal solutions for their business, presenting proposals in written & verbal form, demonstrating equipment, explaining financial options and impacts of purchase of equipment, finalizing sales, creating contracts for purchasing & service departments.

1997 – 2001 Computer Consultant The Dalles, OR

Self-Employed Computer Consulting & Technical Assistance: Computer consulting, sales, installations & technical consulting. Maintain customer base, maintenance, billing, etc. Extensive knowledge of a multitude of software programs, terms and operations. Training new users on operating Windows 3.1 / 95 / 98 / NT / XP platforms and use of computers & software.

1986-1989 Fred Meyer The Dalles, OR

Sectional / Department Head, Ladies and Children's Apparel

Order & stock merchandise. Customer assistance. Organize layout & stock levels of department in conjunction with management & corporate office. Price and inventory maintenance. Product quality assurance, store security & ability to handle issues (thefts) as they occurred. Worked with fellow employees throughout the apparel departments to stock and present merchandise in a pleasant & convenient manner.

1983-1986 The Holland, Inc. - Burgerville Restaurant The Dalles, OR

Shift Leader - Second Assistant Manager

Assign duties to employees during each shift. Assist management with work performance evaluations, and hiring/firing procedures. Handled evening reports bookkeeping & till balances. Checked & maintained stock levels throughout the restaurant. (Supplies, products, food) Monitor and maintain waste levels of products. Handled cash and office balances. Responsible for closing security procedures. (Safe, doors, store key) Assist with employee conflicts, including on the job situations and scheduling problems. Encountered unhappy customers and handled the issue(s) accordingly, always using discretion and satisfactorily compensating them.

EDUCATION

Graduate, Wahtonka High School - The Dalles, OR 1984

Graduate, Leadership Mid-Columbia, The Dalles Area Chamber of Commerce 1995/96

Selling Skills 11 - Konica Business Machines, Windsor, Connecticut, 1994

Konica Boot Camp (Sales, Operation & Demonstration of Konica Equipment, Leasing)

Konica Business Technologies Branch – Huntington Beach, CA 2002

Various Conferences/Seminars for Computer Graphics & Website Design

COMPUTER SKILLS

PC, Microsoft Windows & Apple experience. Extensive hardware, software & Internet skills.

Dental Office Management: Daisy Dental Practice Management Software used for all aspects of the dental office such as production monitoring, appointment scheduling, insurance billing and accounts receivables.

Graphic Design, Desktop Publishing, and Word Processing: Adobe PageMaker, Illustrator, Photoshop, Streamline, and Type Manager. Train employees & clients. Various Image Editing programs, OCR (Optical Character Recognition) programs. Microsoft Works, Word Perfect. Microsoft Internet Explorer, Outlook Express, MS Outlook (E-Mail), Microsoft Office, Word, Excel, Front Page, Page Mill and basic HTML & Java Script. Submit Wolf (www search engine subscription program).

Accounting & Bookkeeping: Q&A, Quicken, QuickBooks versions 5, 6, 6.1 PRO & implementation of QuickBooks POS. Turbo Tax (Federal & State) Intuit "It's Legal" (AR Collections), Daisy (Dental Office Mgmt. software for processing all aspects of dental office)

Construction Industry: Contractor Anywhere
Heads Up ICPM (Integrated Construction Profit Manager)
Sage Master Builder Software for the Construction Industry.

Sales / Demonstration: Selling Skills for Konica Copiers, Facsimile Machines, Multifunctional Equipment, Color Printers (cold calls, price quotes, and demonstrations).

REFERENCES GLADLY GIVEN UPON REQUEST