

# JESSICA CLAIRE

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## Professional Summary

Experienced professional bringing over 20 years of experience in the field of Accounting and Finance. One that is result oriented and have extensive knowledge of cost and financial accounting, sales, customer service, computer hardware and software operations, administration, principles of business, having creative ideas for product application and proven success of operational efficiency. Possess strong analytical and planning skills, with the ability to coordinate the efforts of many to meet organizational goals; productive and competent work habits without supervision, self-motivated, high energy, respected leader with a team player mindset and a roll up sleeve work ethic. Able to operate as a process improvement manager, finance analyst, auditor, staff accountant, full charge bookkeeper, or any other area of finance. Exceptional listener, communicator and attention to detail.

## Skills

- Organization and Time Management
- Analytical and Critical Thinking
- Oracle Cloud, BI Reports, Mercury, DSCO, SAP, QuickBooks, Great Plains, Adobe, Microsoft Access, Word, Excel, PowerPoint, SharePoint Software Proficiency
- MS Office
- Team Building
- Decision Making
- Self-Motivated
- Decision Making
- Self-Motivated
- Active Listening
- Problem-Solving
- Teamwork and Collaboration

## Work History

**Senior Finance Analyst**, 04/2022 to Current

**Lumen Technologies** â€“ Humble, TX,

- Handle 95% internal and external inquiries and complaints submitted by AR, AP and other departments, providing outstanding customer service when resolving issues.
- Prepare expense accruals and prepayment schedules for month end close.
- Make necessary journal entry adjustments and reclassification of accounts for month end close.
- Pay monthly sales tax.
- Review financial reports and streamline operations to increase productivity and company profits.
- Responsible to prepare and upload check register file to bank for AP fraud protection.
- Audit payroll reports in ADP to ensure accuracy of regular pays, incentives, deductions and taxes.
- Prepare Grant reimbursements based on government guidelines.
- Conduct daily review and reconciliation of revenue cycle cash/check log and prepare monthly pivot table to determine income for Pharmacy, Insurance, Patient and Donation.
- Eliminate 100% bill pay errors by analyzing and monitoring bank accounts, make necessary transfers, stop payments and approve/deny transactions as needed.
- Collect data and develop detailed spreadsheets to identify trends and create revenue, profitability and expense forecasts.
- Accomplish efficiency by recommending process improvements and provide data for system implementations to optimize operational efficiency and cultivate cost reduction and increase productivity.
- Interact with contractors and suppliers to guide cost analysis process by establishing and enforcing policies and procedures.
- Develop spreadsheet models and prepare dashboards for diverse projects and analysis.

**Accounts Payable Officer**, 08/2020 to 04/2022

**Susquehanna International Group, Llp** â€“ Bala Cynwyd, PA,

- Prepared companyâ€™s standard office procedure (SOP) for vendor invoice payment process.
- Implemented effective process and SOP for company's early pay discount process.
- Responsible for company's early pay discount increase from 50% to 93%. Resulting in additional revenue valued at 10s to 100s of millions.
- Conduct cross training sessions with AP team members to educate and maintain over 90% of early pay discounts.
- Provided internal audit support that realized and retrieved over \$3 million of overpayment.
- Identified problems with our POD process, worked with senior management and related teams to develop effective solutions.
- Recommend process improvements for our current return/damage refusal processes.

- Produce detailed relevant shared reports between AP and IT teams for use in isolating ongoing errors to resolve more than 95% of dropship vendor service disputes.
- Notify discount vendors of EDI failures and make recommendations to alleviate future rejections that could affect early pay discount,
- Generate templates to assist suppliers with implementing efficient controls and guide that most times lead to resolution of troubled transactions circulating up to 1yr.
- Follow up with associated teams and vendors accordingly to have all holds released.
- Reach out to respective Category Managers and teams to get approvals for vendor claims outside contract terms.
- Setup zoom meetings and telephone calls with vendors to provide knowledge and bring their accounts current to facilitate better trade relationship.
- Continuously work on due and past due invoices from monthly AP holds report to avoid account suspensions and to reduce amount of company liability.

**Senior Accounts Payable Specialist**, 10/2015 to 07/2019

**Ampere Computing** – Portland, OR,

- Worked with internal dropship team to affect more than 70% of accounts with on-time payments, little or no disputes and customer satisfaction.
- Reconciled weekly Monday report of over 300 invoice exceptions.
- Reviewed more than 10 vendor disputes per day and make recommendations to improve vendor errors and reduce delayed payments.
- Worked with managers to prioritize and focus on vendor statements with aged invoices, credits, debits and returns
- Communicated with vendors to settle accounts that prevented order holds and court cases.
- Requested Invoices, PODs along with other documents to support and resolved vendor claims
- Provided vendors with proper documentation and reports - debit memos for doc type RS, RD, RT, RTV, IZ, check remittance details and tracking numbers for returns.
- Interacted with other departments. For example, inventory control, techsourcer, merchandising and tech-uploads for approvals.
- Requested monthly statements and keep more problematic accounts current.
- Prepared supporting documents for manual adjustments and maintain proper accounting records.
- Used SAP tools, spreadsheets, and other software to achieve efficient processing – ZRPOD to create receipts for POs, Microsoft excel for VLOOKUPs and pivot tables, RACE to research drop ship and regular ship orders, TDM to look up copies of invoices, POs, and batches
- Monitor and respond to emails timely and organize attachments/files and folders for easy access.
- Sort and send manual paperwork to Xerox for archiving
- Maintain GL accounting system for checks and balances
- Comply with GAAP standards and practices
- Checked W-9 forms for completeness and accuracy

## Education

**A+ Certificate Course (Hardware & Software)**: , 08/2013

**Broward College** - Coconut Creek, FL,

GPA:

**Certified Accounting Technician**: Finance, 01/2001

**Association of Chartered Certified Accountants** - London UK,

GPA: