

# JESSICA CLAIRE

✉ resumesample@example

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📍 Montgomery Street, San  
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## SUMMARY

I am an ethical, team oriented and policy driven individual with experience in AP/AR, Human Resource Administration, Auditing, Documentation experience, Property Management (96 Units) and a vast number of computer skills.

## HIGHLIGHTS

Accounts receivable professional  
Expert in customer relations  
Proficient in SAP  
Strong communication skills  
ERP (Enterprise Resource Planning) software

- Strong organizational skills
- Large cash/check deposits
- Customer service expert
- Invoice processing
- Telecommunication skills
- Active listening skills
- Energetic work attitude
- Courteous demeanor

## EDUCATION

CTU Online  
Colorado Spring, CO • 2011 â

BSBA: Human Resource Management  
- GPA: 3.95  
Study Business Management with emphasis on Human Resource Management. While enrolled I maintained a 3.95 G.P.A. and was also a school mentor to at risk students.

## ACCOMPLISHMENTS

### Research

- Investigated and analyzed client complaints to identify and resolve issues.

### Multitasking

- Demonstrated proficiencies in telephone, e-mail, fax and front-desk reception within high-volume environment.

### Customer Service

- Handled customers effectively by identifying needs, quickly gaining trust, approaching complex situations and resolving problems to maximize efficiency.

### Administration

- Performed administration tasks such as filing, developing spreadsheets, faxing reports, photocopying collateral and scanning documents for inter-departmental use.

### Training

- Successfully trained staff in all office systems and databases, policies and procedures while focusing on minimizing errors and generating superior results.

### Scheduling

- Facilitated onboarding of new employees by scheduling training, answering questions and processing paperwork.

### Multiple awards for performance.

- Computed Data Reports  
• Provided required weekly, monthly and quarterly reports listing sales figures and client track records.

### Customer Service

- Researched, calmed and rapidly resolved client conflicts to prevent loss of key accounts.

### Market Research

- Interviewed clients via market research surveys to identify product issues and customer needs.

### Customer Interface

- Greeted customers upon entrance and handled all cash and credit transactions.
- Assisted customers over the phone regarding store operations, product, promotions and orders.

### Research

- Conducted research which led to the development of Resident Retention J.

## EXPERIENCE

### Cash Store - HR Clerk

Sherman, TX, • • 03/2015 - 05/2015

Managed the receptionist area, including greeting visitors and responding to telephone and in-person requests for information.(backup).Made copies, sent faxes and handled all incoming and outgoing correspondence.Organized files, developed spreadsheets, faxed reports and scanned documents.

### Benefytt Technologies, Inc - Accounts Payable Clerk

Lake Mary, FL, • • 01/2014 - 02/2014

- Receive and verify invoices and requirements and match purchase orders to invoice Prepare batches of invoices for data entry by matching invoices to correct vendor number Responsible for management of the weekly check mailings In charge of maintaining updated vendor files and file numbers Daily task includes the management of a customer service line (payment status, missing invoice, etc.) In charge of getting necessary documentation of Auditing Department.

### Benefytt Technologies, Inc - Accounts Payable Clerk

Fort Lauderdale, FL, • • 11/2013 - 01/2014

- Auditing of several months of Sprint bills to check for discrepancy in Plan rates.
- Preformed calculations, collected bills, analyzed charges and complete variances in Excel Spreadsheets.
- Completed and developed a procedure for the Auditing of Sprint Bills.

### Alamo Group - AP/AR Clerk

Leavenworth, KS, • • 06/2013 - 10/2013

- Executed accounts receivable reporting enhancements and reconciliation procedures. Performed debit, credit and total accounts on computer spreadsheets/databases, using specialized accounting software. Received, recorded, and banked cash, checks, and vouchers as well as reconciled records of bank transactions. Verified details of transactions, including funds received and total account balances. Coded the general ledger and processed vendor invoice payments. Deposited third party checks, as well as monthly reserve transfers. Coordinated approval processes of all accounts payable invoices. Balanced batch summary reports for verification and approval. Researched and resolved billing and invoice problems.

**Anadarko Petroleum - Accounts Receivable Accounts Receivable Specialist III**  
City, STATE, • • 07/2000 - 05/2011

- Posted overhead invoices to appropriate general ledger accounts.
- Researched and resolved accounts payable discrepancies through invoice adjustments Coded and entered at least [50] invoices each day.
- Effectively managed a high-volume of inbound and outbound customer calls.
- Recognized for having no late fees or shut in's on company utilities Setup a Credit Card Process to ensure on time payment of utilities Assisted with New Vendor Setup Recipient of multiple positive reviews acknowledging dedication to excellent customer service Posted Cash and Completed Journal Entries Preform Debit and Credit Memo's Successfully implemented a scanning program to help with sox compliance.

**Leasing/ Apartment Management - Apartment Manager/Leasing**  
City, STATE, • • 07/1999 - 11/2000

- Tipton Management- Pine Lake Village Apartments Leased, Managed and Maintained 96% Occupancy Paid Bills by allocated Budget Completed move-ins and Move outs Got Painting and Sign bids (property rehab) Serve Evictions and filed Evictions Sent Letters out for Renewals and offered incentives for Renewals.

## SKILLS

Accounts Payable  
Accounts Receivable  
Customer Service  
Microsoft Suite  
SAP  
Solomon  
Knowledge of Quickbooks