# **Cindy Guzman**

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**EDUCATION**

**Bridgewater State University**, Bridgewater, MA May 2018

Bachelor of Science in Biochemistry

**PROFESSIONAL EXPERIENCE**

**Liberty Mutual Insurance,** Boston, MA

Accountant Aug 2022 – Dec 2024

* Managed accounts payable for transactions totaling $50M, ensuring accuracy in verification, allocation, posting, and reconciliation
* Prepared financial statements for weekly payments of $1M–$3M, with precise transaction analysis and reconciliation
* Conducted financial data analysis, focusing on reserve postings and asset coverage ratios to ensure optimal financial performance.
* Audited and substantiated financial transactions to maintain adherence to GAAP and company standards
* Supported month-end and year-end close processes with meticulous documentation and reporting
* Acted as a key liaison between clients and senior management, hosting monthly client meetings and addressing inquiries
* Led special projects such as audit assistance and system integration audits, driving improvements in efficiency
* Managed daily processing of pro-rata accounts, ensuring invoice alignment with bordereau supports

Senior Technical Assistant Feb 2021- Aug 2022

* Triaged incoming client emails, directing claims and accounting issues via ARCS, ensuring timely resolution
* Supported underwriters during contract renewals, confirming premium figures and managing data input in ARMMS
* Provided client communications, handling inquiries related to payments and general services
* Streamlined data entry and system management, ensuring accurate records in ARCS and ARMMS

**Quanterix,** Billerica, MA

Technical Support Coordinator Dec 2018 – Feb 2021

* Directed incoming client service requests, ensuring accurate assignment of cases across the service team via Salesforce
* Utilized Jira to triage service desk tickets, prioritizing categorization by urgency level
* Supported engineers, scientists, and managers with administrative tasks both locally and globally, ensuring seamless operations
* Managed global instrument inventory and maintenance, overseeing calibrations and repairs
* Conducted monthly audits of closed Salesforce cases, ensuring documentation accuracy and process compliance
* Led and contributed to projects translating complex client requirements into impactful product features, increasing client satisfaction and project efficiency
* Spearheaded development of a comprehensive training program for the Technical Support Coordinator role; publishing documents and how to video guides

**Liberty Mutual Insurance,** Weston, MA

Recovery Technician I June 2018 – Dec 2018

* Allocated funds for workers' compensation cases, ensuring recovery claims were processed accurately and promptly
* Coordinated the processing and resolution of third-party claims, maximizing recovery on low-dollar and SUS files
* Investigated third-party liabilities, negotiating settlements to optimize recovery results for workers' compensation cases

**SKILLS**

**Technical:** Bookkeeping, Auditing, Data Analysis

**Languages:** Bilingual (English, Spanish)

**Core Competencies:** Time Management, Critical Thinking, Effective Communication, Teamwork, Adaptability, Quantitative Skills

**Software Expertise:** CM URS, Chat GPT, CoPilot, ARMMS, ARCS, JIRA, SAP, Power BI, Salesforce, Microsoft Office