**Glenn Hall**

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**Career Objective**: I am seeking employment within a company where I can enhance my talents, knowledge and skills to grow within the business industry. Also, I want to be able to use my experience and education to assist the company in meeting their goals.

**CORE COMPENTENCIES**

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| --- | --- |
| * **Analytical skills and problem solving abilities** | * **Critical thinker** |
| * **Accounting, Finance, and Human Resources background** | * **Ability to pay attention to detail** |
| * **Ability to work individually or with a team** | * **Excellent communication skills** |
| * **Organizational and time management skills** | * **Ability to maintain confidential information** |
| * **Ability to adapt and quickly adjust to change** | * **Excellent customer service skills** |
| * **Multitasker/Quick Learner** |  |

**EDUCATION**

**The University of Texas at Arlington, College of Business**

* BBA in Business Management, Degree awarded May 13, 2017

**Dallas Community College**

* Advanced Technical Certificate in Professional Accounting, Expected May 2020

**WORK EXPERIENCE**

**The State of Texas**,Grand Prairie TX

*Provider Investigator II (Department of Family Protective Services)*, September 2018 to present

* Investigates reports of physical abuse, sexual abuse, neglect and exploitation.
* Investigates allegation that may arise in mid investigations along with all parties involved in the allegation.
* Prepare written reports concerning the facts obtained from the findings
* Gather reliable evidence to support or refute the case findings
* Testify in court hearings on a needed basis.
* Interact with law enforcement, group homes, state hospitals, and other state agency as applicable
* Perform other duties as assigned

*Texas Works Advisor I (Health and Human Services Commission),* March 2018 to September 2018

* Interview clients in person to gather information such as financials, resources, and expenses to determine eligibility for benefits
* Obtain, verify, and calculate income and resources to determine financial eligibility
* Maintain effective working relationship with coworkers
* Process overpayments and adjustments according to the financial information gathered
* Promoted to an Investigator

**American Airline Center/Levy**, Dallas TX

*Senior Cash Manager,* October 2017 to present

* Record and reconcile daily cash, debit or credit card transactions.
* Assist the Senior Accounting Manager with monthly account receivables, journal entries, monthly statement reports and other accounting duties as assigned
* Responsible for maintaining General Accepted Accounting Principles standards
* Process and approve employees payroll
* Analyze, prepare, and review reports regarding financial data
* Assist the Regional Director of Human Resources with new hire orientation, filing paperwork, and miscellaneous duties as assigned
* Research and resolve financial billing disputes
* Responsible for coordinating and distributing non profit funds based on the contractual agreement
* Responsible for monitoring and reconciling petty cash fund

*Cash Office Supervisor,* May 2016 to October 2017

* Prepared bank deposits as needed
* Supervised a staff of 8 plus
* Provides technical assistance and training to other employees engaged in similar work
* Responsible for accurately processing the currency after each event and assist in preparing financial records
* Responsible for maintaining and monitoring a cash vault of $150,000 plus
* Prepared deposit slips and maintain the cash vault records
* Analyze and apply daily cash processing procedures including reconciliations and adjustments
* Extracted financial data from the spreadsheet into the required software application
* Promoted to Senior Cash Manager

*Cash Office Associate,* February 2016 to May 2016

* Properly operated the automated cash system and currency processing system
* Accurately sorted and strapped currency based on denominations
* Assembled deposit bags accordingly for pickup
* Performed register audits during each event
* Perform miscellaneous duties as assigned
* Promoted to Cash Office Supervisor

**Honda/Acura Financial Corporation**, Irving TX

*Lease End Specialist 1,* August 2017 to October 2017

* Handled incoming and outgoing customer calls
* Provided refinancing options for balloon, lease, and retail accounts
* Responsible for calculating the refinancing rate, payment amounts, upfront sales tax and reconstructing the terms and agreements
* Acting as a contact for the customer and dealers questions
* Quoting payoffs and terms to customers, dealers, and insurance companies
* Processed and applied monthly payments to customer accounts through credit cards, checks, ACH’s, etc
* Required to make adjusting entries to accounts when necessary

**Federal Reserve Bank of Dallas**, Dallas TX

*Customer Service Representative*, June 2016 to August 2016

* Handled incoming customer calls who are receiving government funding
* Responsible for maintaining sensitive but unclassified(SBU) information and sensitive personal information(SPI) accurately and properly
* Assisted customers with converting from paper checks to direct deposit
* Practiced how to disperse and store Sensitive But Unclassified and Sensitive Personal Information accordingly

**Walmart Supercenter**, Grand Prairie, TX

*Money Center Cashier*, June 2015 to January 2016

* Responsible for wiring cash from one store to another
* Performed audits on registers and dispersed loans as needed
* Cashed checks, created money orders, and paid bills
* Handled a numerous amount of cash

**COMPUTER & SOFTWARE SKILLS**

* Microsoft excel, word, access, power point, and outlook
* Kronos
* InfoGenesis
* Tangent
* IMPACT