

Luann Regalado

IT SPECIALIST & ACCOUNTING ASSOCIATE

Federal Way, WA - Email me on Indeed: [indeed.com/r/Luann-Regalado/52ba611f80ec3a91](https://www.indeed.com/r/Luann-Regalado/52ba611f80ec3a91)

- 18+ years of Information Technology - End User Management, Support and Training
- 12+ years of Insurance Accounting - A/R and A/P, Bank Reconciliations
- 18+ years of Customer Service Professional

Authorized to work in the US for any employer

WORK EXPERIENCE

IT SPECIALIST & ACCOUNTING ASSOCIATE

BELL-ANDERSON INSURANCE AGENCY - Renton, WA -

March 2005 to November 2017

- End-User Support and Just in time training.
 - Triage incidents and service requests to boost efficiency and productivity
 - Diagnose, Troubleshoot & Resolve a range of software, hardware and connectivity issues
 - Managed agency wide hardware and software upgrades and update rollouts
 - Developing and implementing training modules design to enhance support staff proficiency
 - Install, configure and update client hardware and software for OS, VOIP, Insurance software
 - Research, Analyze and test applications and system software and hardware for user compatibility
 - Monitored Virus and Malware activity, containment and disposal
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- Managed daily operations of Accounts Receivable and Accounts Payable
 - Process journal entries & performed accounting corrections for Quality Assurance
 - Processed invoices incl. payments through ACH, Wires & EFT
 - Account Audits, Research, Resolutions; Bank Reconciliations and Year End Closings
 - Research and Resolved accounting issues with vendors & insurance companies
 - Payroll processing through ADP
 - Insurance Accounting using Vertafore

EDUCATION

B.S. in Mathematics

Western Washington University - Bellingham, WA

2005

SKILLS

Active Directory, MICROSOFT OFFICE, MICROSOFT WINDOWS, MS Office, MS Office 2000

LINKS

<http://www.linkedin.com/in/luann-regalado-336a77109>

ADDITIONAL INFORMATION

Skills

- Managed Active Directory, PC Hardware & Software and Peripheral Support
- Ability to effectively communicate simple to complex solutions to users of all skill levels professionally
- Multilingual

PC Software

- MS Windows [...] MS Office [...] Vertafore - AMS 360 and Sagitta; ImageRight