**Brenda Benson brendabenson@gmail.com • Cell: 541.497.3879**

**Accomplishments**

* ***Accounts Receivable/Accounts Payable***: I increased collection speed by ***50%***, & decreased data entry time by ***70%*** by developing departmental procedures to increase accuracy & decrease the A/P liability
* I reduced the open invoice cycle time from ***120*** days to ***60*** days by developing new dispute reporting procedures; while processing an average of ***200*** invoices per month for a small-scale organization
* I maximized company revenue by eliminating unnecessary expenses & not allowing accounts to go unpaid past ***60*** days
* ***Database Maintenance***: I improved company efficiency ***80%***, through implementation of strategic workflow & process improvements, & successfully established effective systems for record retention; by creating databases for daily correspondence tracking. Such improvements include: verifying & logging in deadlines for responding to daily inquiries. Lastly, I increased office organization by developing more efficient electronic & paper filing systems & customer database protocols
* I assisted in the managing of the company database by executing quality assurance programs, standard operating procedures, & verified that the information on the computer system, including members’ information was edited or modified & up to date
* ***Reporting***: I implemented processes as well as researched & resolved billing problems that had been previously missed in the A/R sub-ledger for accounting & customer attribute reporting
* I managed payroll & time & attendance systems in **QuickBooks 2015** for the company’s
* ***Client Interface***: I managed client initiation, file procedures, A/P, A/R, accounting close, & financial reporting for multiple clients
* ***Customer Interface***: I greeted customers upon entrance & handled all cash, credit, check, money order, & electronic transfers for all transactions using spreadsheets/databases such as **QuickBooks 2015, ACI, & Excel Software**; & I liaised directly with customers over the phone regarding company operations to meet needs & maintain satisfaction
* ***Administration***: I performed all administration tasks for many different companies, through prioritizing project components & organized scopes. I planned coordinated & controlled daily operations of the organization. I suggested, directed, implemented & maintained process improvements to streamline workflow & secure prompt regular receipts for the organization. Improvements for detailed administrative & procedural processes to improve accuracy as well as efficiency while managing daily office operations. Office operations include: filing, receiving/screening a high volume of internal/external communications, including email & opening/sorting mail. I also developed spreadsheets, faxed reports, photocopied collateral & scanned documents for inter-departmental use
* ***Awards***: I received a *merit raise for strong attention to detail, exemplary customer service & team-player attitude*. I have multiple awards for performance. I was ranked as a top performer, averaging ***48%*** above sales quota each month. I was awarded ***7 Customer Service Awards*** during the *first year* of employment & ***11 Customer Service Awards*** during the *1st 4 years* of employment

**Professional Experience**

**Bookkeeper** - Benson Business Services, Eugene, OR • Mar 2015 – Present

* Managed & maintained all administrative & accounting operations using **Microsoft Word, Excel, & QuickBooks 2015**. Which include but is not limited to: opening new client accounts, creating invoices, processing payments (cash, credit card, check); verifying details of accounts; researched & resolved billing/invoice/entries to bank registers both complex & routine data entry of reconciliations for clients & Benson Business Services; to compiling financial, accounting & auditing reports & tables for cash receipts, expenditures, A/P, accounting close, account reporting, receivables & profits & losses
* Worked quickly, efficiently, & accurately with minimal oversight under strict deadlines, to accomplish assigned duties
* Created repeat business by developing long-term relationships with regular customer, through the establishment of 3 business accounts at any given time

**Credit Representative** - Professional Credit Service, Springfield, OR • Mar 2016 - July 2016

* Effectively controlled the release of proprietary & confidential information for consumers & clients • Organized & coded all accounts related to due diligence for acquisitions • Assessed consumer needs & responded to questions; reviewed & provided comments on the accuracy of actions taken & took necessary steps to cure any deficiencies
* Reviewed consumers’ accounts to determine whether life changes, economic developments or financial performance indicated a need for plan revision • Complied with federal, state, company policies, procedures & regulations
* Communicated with consumers & employees to answer questions or explain information, while providing friendly & professional consumer interactions • Verified & collected details of accounts, transactions, including funds received from check, credit cards, direct payments, & money orders; when necessary collaborated with other departments to collect on accounts

**Administrative Assistant**-Zoe Normandeau Real Estate, Inc., Eugene, OR • Jan 2013 – Mar 2015

* Managed all managerial, administrative, accounting, & real estate operations of the company; also I created & implemented many systems (see achievements), standardized protocols, suggested process improvement, analyzed financial reports, & updated employee paperwork & records
* Manage, received, recorded records for clients, & company accounting operations (not limited to: recording checks, writing checks, & reconciliations), accounting close, account reporting & reconciliations (not limited to: including discrepancies), while under tight deadlines. Conducted month-end balance sheet reviews & heavy bank reconciliations & cash flows for over 15 different accounts for the company, to verify the practice of proper due diligence with company & legal requirements
* Completed quarterly estimated taxes, reviewed accountant’s book entries to ensure accuracy of the G/L; prepared & generated financial reports for management review & supplied detailed tax documentation needed to submit accurate corporate returns • Designed all aspects of new initiative focused on client file preparation & assisted in the creation of vender contracts for outside vendors (Real Estate) [Assisted in the managing of the company database/verified/edited & modified members’ information]
* I created & maintained spreadsheets using advanced Excel functions & calculations to develop reports & lists as well as faxing reports, photocopying collateral & scanning documents for inter-company use. As well as completed all the filing for the company • Scheduled, confirmed, changed & updated appointments in the master calendar
* I managed office inventory, placed orders, sent faxes, handled all incoming/outgoing correspondence, eliminated outdated records (sent to shredding company), & reduced office expenses • I drafted internal documents & memoranda, wrote memoranda & business correspondence, & wrote professional business correspondence

**Other Accounting Experience**

**Shift Supervisor** ◊Fred Meyer, Eugene, OR

Aug ‘08•May ‘14

Details can be provided upon request

**Administrative Assistant** ◊Resource Management Inc, Portland OR

Jan ‘08•Apr ‘08

Details can be provided upon request

**Shift Sup. (Manager in Training)** ◊Rite Aid, Salem OR

Oct ‘07•Aug ‘08

Details can be provided upon request

**Sales Associate/Acting Assist. Manager** ◊RadioShack, Las Vegas NV

Dec ‘05•Mar ‘08

Details can be provided upon request

**Independent Contractor** ◊GMJ Interiors, Las Vegas, NV

Apr ‘04•Jan ‘05

Details can be provided upon request

**Software skills**

Microsoft Software, QuickBooks 2016, ACI, Peachtree, Genesis

**Education**

***Associate of Applied Science in Accounting*** • ***Everest College, Portland, OR • 2008***

[*Bookkeeper Certification* • 4.00 GPA] • Presidents List Academic Achievement Award Summer Term *July 2005* • Coursework includes *Corporate Finance*

***Bachelor of Science in Business Management • Everest University Online, Orlando Florida • 2012***

Presidents List Academic Achievement Award *Winter 2012* • Honor Roll Academic Achievement Award *Fall 2011* • Honor Roll Academic Achievement Award *Summer 2011* – Honor Roll Academic Achievement Award *Spring 2010* • 3.33 GPA • Coursework includes *Corporate, International Finance & Wealth Management*