

## KAYLEY BANNISTER

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### SKILLS

- Microsoft Office
- Accurate Data Entry and Documentation
- Outstanding Customer Service
- Creative Problem-Solving
- Time Management
- Team Player
- HTML
- CSS and Bootstrap
- Highly Organized and Detail-Oriented
- Excellent Verbal and Written Communication
- JavaScript and jQuery
- VS Code and Git

### EXPERIENCE

#### Ocean Export Documentation Specialist

September 2013 – May 2019

*Page International, Inc.*

- Complied with INCOTerms, U.S. and global trade regulations, and Harmonized Tariff Classifications
- Accurately created, prepared, and distributed documents while adhering to strict deadlines
- Invoiced for ocean freight, freight forwarding services, and country-specific documentation
- Ensured all customers' concerns were investigated and resolved
- Provided professional correspondence to customers and team members
- Exercised a high level of attention to detect discrepancies on bills of lading and letter of credit documents
- Sent shipping instructions to ocean carriers using EDI networks

#### Billing Specialist

February 2016 – July 2016

*ADP*

- Oversaw daily financial transactions, including classifying, computing, posting, verifying, and recording accounts receivable data
- Updated account information to confirm client's billing address, contact information, and invoicing data were accurate
- Researched and resolved invoicing discrepancies by verifying contractual pricing and service terms
- Monitored invoicing exceptions and unique customer situations
- Analyzed trends in client's service units and invoicing amounts using Microsoft Excel
- Ensured all invoice processes were in compliance with client's contract, ADP's Code of Business Ethics, and Sarbanes-Oxley controls

#### Server

February 2012 – April 2013

*Locos Grill & Pub*

- Provided excellent table service and fostered guest satisfaction in a fast-paced work environment
- Met commitments and accepted accountability while being able to stay focused under pressure
- Increased sales by directing customers to restaurant specials

#### Administrative Assistant

September 2010 – May 2011

*Georgia Southern University, Network & Telecommunications*

- Managed billing and telecommunications information in Excel spreadsheets
- Created and distributed billing statements
- Organized documents according to the needs of administration
- Provided a high level of service and attention to customers

### EDUCATION

#### Full-Stack Web Development Certification

Graduated November 2019

*Georgia Institute of Technology*

#### Bachelor of Business Administration, Information Systems

Graduated May 2013

*Georgia Southern University*

- Minor: Management