**Rodney Allen**

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**EXECUTIVE SUMMARY**

Finance major at the University of Central Florida utilizing analytical and technical skills alongside interpersonal skills to drive results in multiple environments. Have the ability to comfortably handle multiple tasks simultaneously and possess the ability to adapt to the changing business environment.

**EDUCATION**

**University of Central Florida,** Orlando, FL **Dec 2020**

Bachelor of Science in Business Administration, Finance

Minor, Economics

Major GPA: 3.1

**PROFESSIONAL EXPERIENCE**

**Ellucian** – Lake Mary, FL **June 2017-Present**

Help Desk Technician

* Provide exceptional support for several Enterprise Resource Planning and financial aid management software for over 70 colleges and universities.
* Assist Finance FP&A department with cost per call year over year trending and current year forecast vs actuals analysis.
* Led meetings as a member of department Engagement Committee tasked to improve working environment and maintain high level of productivity.
* Assist company’s internal IT department in providing tier 1 technical support to fellow staff members in house and remotely.
* Collaborate with clients in reporting production outages with applications as well as running scripts in test environments.
* Identified technical issues quickly to resolve complex problems with a closure rate of over 75%.
* Demonstrated efficient issue resolution for customers in a FERPA compliant environment.
* Documented records of all customer and client interactions, recording details of inquiries, complaints, or compliments, as well as actions taken towards resolution.

**Walmart**, Orlando, FL **Aug 2008 – Apr 2017**

Customer Service Manager

* Managed 15-20 employees in a fast-paced transactional environment.
* Mentored and shaped staff in superior customer service skills while maintaining accurate ledger balances.
* Headed new business day changeover financial procedures and submitted all related financial reports generated and audited to home office meeting daily deadlines.
* Monitored and resolved price discrepancies of inventory of being sold and file product claims for damaged items.
* Verified staff were compliant in state Alcohol and Tobacco sales laws.
* Researched product availability for customers and assist in planning for product acquisition.
* Managed staff to ensure outside storefront and parking lot was clean and up to company standards.

**A Plus Tax Services, Inc** – Orlando, FL **Jan 2008 – May 2012**

Tax Preparer

* Prepared client and customer income tax returns and business quarterly filings.
* Knowledgeable in Tax laws applicable to each year and ensured deductions filed accurately.
* Ensured timely bank deposits and recordkeeping of proprietary data.
* Use all appropriate adjustments, deductions, and credits to minimize client tax liability.
* Processed company payroll.
* Assisted customers in filling applicable tax amendments.

**LEADERSHIP EXPERIENCE**

**Advanced Topics in Financial Management**, Project Group Leader **Summer 2020**

* Coordinated comprehensive project with comparison and contrast of two different corporations in the same industry by providing financial analysis, financial forecasting, firm valuation, and completing long-term managerial outlook report for both corporations.
* Developed cohesive meetings using Zoom alongside Microsoft Word, Microsoft Excel, and PowerPoint to provide an easy format for all members to edit while offering consistent access to real time updates.

**HONORS**

* Dean’s List **Summer 2019**
* Participated in UCF Alumni and College of Business Mentoring Program **Spring 2020**

**ADDITIONAL INFORMATION**

**Computer Skills:** Microsoft Office 365, SPSS, SQL, Oracle Peoplesoft, Banner, Colleague/Datatel