

Joyce Doyle

Accounting Assistant - A/R Collections Specialist - Broadband Hospitality

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Results-focused, detailed oriented multiple - property management professional offering twenty years of hands on experience. Accustomed to working in fast-paced environments with the ability to think quickly and successfully handle difficult clients through follow up and customer service recovery initiatives.

Core Qualifications

Operations management Sound judgment

Turnaround underperforming operations

Work Experience

Accounting Assistant - A/R Collections Specialist

Broadband Hospitality - Youngstown, OH

March 2015 to Present

Solely responsible for Billing and Collections of a high volume accounts receivable department

Accountable for accurate and timely payment verification of each account

Prepare bank deposits and ensure delivery via remote electronic scanner

Daily Bank Reconciliations to include Credit Card and ACH/Wire transactions

Accounts Payable, reconcile vendor invoices versus contractual pricing

Provide a high degree of professional customer service to both internal and external parties

Solely responsible for the activation of new client accounts within accounts receivable to include monthly recurring invoicing and verification invoiced charges reconcile to contractual obligations, invoicing for new construction equipment installs based on the scope of service, and small parts invoicing

Training of new accounting associates

Complex Controller

Crescent Hotels and Resorts - Columbus, OH

March 2014 to January 2015

Hampton Inn & Hilton Garden Inn - Airport Properties

Manage accounts payable, general accounting and front office operations

Accountable for financial reconciliations - 3 revenue centers

Analysis of monthly financial operations and Monthly Operations Reports

Accounts Payable and Receivables

Human Resources and Bi-weekly payroll processing - 85 associates

Front Office Manager

Integrative Temporary Staffing Group - East Liverpool, OH

July 2013 to December 2013

Manage Hotel Front Office Operations
Negotiate Local Corporate Rates

Controller

Dual Properties

June 2007 to January 2012

Sunburst Hospitality/West Montgomery Hotel Holdings, Inc. - Rockville, M D

Crowne Plaza and Sleep Inn

Payroll and Human Resources - 100 associates

Accounts Receivable Aging - implemented stringent credit policies resulting in only current balance 4 consecutive months

Collections - Collected \$140,000 in overdue A/R accounts and credit card transactions

Accountable for financial reconciliations - 4 revenue centers

Achieved an 11 point increase over previous audit results

Accounting Specialist

Sunburst Hospitality Corporation

January 2006 to June 2007

Silver Spring, M D

Interim Controller

Interim General Manager - to include Management training

Coordinate and assist in the training of new Accounting Personnel, in Company Accounting, and Human Resources

Corporate Internal Auditor

Arlington Hospitality Management, Inc - Arlington Heights, IL

January 2002 to January 2006

Conduct audits in accordance with Company standards, operational compliance, risk management, and financial records

Compose recommendations to hotel management for improvement throughout the audit, along with final review of non-compliant issues with management during exit conference

General Manager

Arlington Hospitality Management - Shippensburg, PA

January 2000 to January 2002

AmeriHost Inn

Increased Average Daily Rate \$7.00 over previous year

General Manager

Patriot American Hospitality - Canton, OH

September 1998 to April 1999

General Manager

Hampton Inn

March 1998 to December 1998

Traveling Operations Support Manager

Super 8 - Alliance - Sandusky, OH

February 1996 to February 1998

Assistant General Manager/ Controller /Sales Director/Guest Service

Carnival Hotels & Resorts - Canton, OH

April 1991 to July 1995

Skills

- HUMAN RESOURCES (6 years)
- ACCOUNTING (5 years)
- PAYROLL (5 years)
- ADP (Less than 1 year)
- BUSINESS MANAGEMENT (Less than 1 year)
- R

Additional Information

Skills

Practical experience with QuickBooks, OnQ, Opera, Choice Advantage, Profit Manager, MSI, Microsoft Office, PeopleSoft, UltiPro Human Resources & Time Management, ADP, Stromberg, and Kronos Payroll systems. Additionally skilled in all facets of accounting through trial balance and business management, and Revenue and Yield Management,