

# Dovana Madden

Waukegan, IL 60087

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224-440-6845

#readytowork

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Bookkeeper**

VARIOUS COMPANIES AND LOCATIONS

April 2004 to April 2020

CONTRACTOR VARIOUS TEMPORARY SERVICES & SELF EMPLOYED (04/04-Present)

- Set-up and implemented IL Sales Tax for over 2000 customers; including CRT-61 Certificates
- Set-up and maintained all accounting and inventory records for upscale resale business
- Extensive research and compiling reports for overage/shortage payments from customers
- Set-up and implemented new standards for contract compliance regulations & Petty Cash
- Liaison for Finance Department associated with promotional contracts
- Extensive customer service in all areas; including collections
- All accounting responsibilities: A/P, A/R, payroll, Bank Reconciliations, Federal/State Withholding Taxes
- Trained on Medicare and Medicaid Billing
- Maintained records and complied with Union standards for payroll deductions and Company fees
- Reorganized, reconciled (manually and in Quickbooks), and set-up filing system for client
- Maintenance of invoicing daily/monthly/quarterly and provided accurate & detailed recordkeeping
- All Accounting Responsibilities for Restaurant Business, including counting/balancing cash drawers & Deposits

### **General Office**

JAMES ANDERSON COMPANY - Lake Bluff, IL

January 2003 to April 2004

Responsible for all accounting including: accounts receivable, accounts payable, payroll

- \* Set-up and maintained a successful procedure for collections
- \* Handled all employee and commercial insurance policies
- \* Researched information through internet for each job obtained by Company
- \* Resolved customer invoice discrepancies

### **OWNER**

MADDEN SECRETARIAL/BOOKKEEPING - Waukegan, IL

July 2001 to April 2003

Implemented and maintained accounts receivable, accounts payable, and payroll onto Quickbooks

- \* Worked with a Certified Public Accountant, providing weekly and monthly reports

- \* Set-up an Excel spreadsheet for vendor price lists
- \* Made weekly bank deposits and reconciled monthly bank statements
- \* Provided exceptional customer service for repeat business
- \* Prepared individual income taxes and business state, federal, and unemployment taxes
- \* Collection actions for various clients outstanding accounts

## **CONTRACTOR**

ACCOUNTTEMPS - Libertyville, IL  
April 2001 to July 2001

Extensive contact with customers, state, and county agencies for sales tax refunds and payments

- \* Created Excel program for easy record keeping
- \* Entered information accurately to obtain weekly and monthly reports

## **OFFICE MANAGER**

TRUGREEN CHEMLAWN - Lake Forest, IL  
February 2000 to April 2001

Performed weekly payroll, including weekly and monthly reports

- \* Implemented proper procedures for cash application, sales, customer service, and collections
- \* Reviewed daily accounts receivable and accounts payable data

## **SALES COORDINATOR**

PETERBILT NORTHERN ILLINOIS - Wadsworth, IL  
November 1998 to February 2000

Extensive computer entry, requiring complete accuracy to order new trucks

- \* Liaison between Service and Parts Department, customers, and Salesmen
- \* Organized and maintained unit spec files
- \* Coordinated daily shuttles, weekly lot checks, and inspections

## Education

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### **High school diploma in Business Management**

College of Lake County - Grayslake, IL  
1982 to 1985

## Skills

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- Quickbooks (10+ years)
- Excel (5 years)
- Accounts Receivable (10+ years)
- Collections (10+ years)
- Bookkeeping (10+ years)
- Typing (10+ years)
- Data Entry (10+ years)
- Customer Service (10+ years)
- Windows Vista (5 years)
- Accounts Payable (10+ years)

- As400 (6 years)
- payroll (10+ years)
- Tera Term (Trend) (2 years)
- Monarch (2 years)
- Sales - Retail (10+ years)
- Tax Preparation (5 years)
- Quick
- Construction Experience (10+ years)
- General Ledger Accounting (10+ years)
- Accounting (10+ years)
- Bank Reconciliation (10+ years)
- Journal Entries (10+ years)
- Balance Sheet Reconciliation (10+ years)
- Office Management (10+ years)
- Account Reconciliation (10+ years)
- Financial Analysis (10+ years)
- Financial Statement Preparation (10+ years)
- GAAP
- Pricing

## Certifications and Licenses

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### Driver's License

## Assessments

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### Principles of Accounting — Proficient

April 2020

Preparing financial records according to federal policies.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/725587fc127304e6f2674d1453b8e3b3eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/725587fc127304e6f2674d1453b8e3b3eed53dc074545cb7)

### Attention to Detail — Highly Proficient

April 2020

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: <https://share.indeedassessments.com/attempts/34ceb4a7e6d3c090df4b0672317b7396eed53dc074545cb7>

### Accounting Skills: Bookkeeping — Highly Proficient

April 2020

Calculating and determining the accuracy of financial data.

Full results: <https://share.indeedassessments.com/attempts/882e02b0c0cb51e4be7fddaa0e84813deed53dc074545cb7>

### Data Entry — Highly Proficient

May 2020

Entering data quickly and accurately.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/3762a4ff6a84e63b41724bf0061a09ddeed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/3762a4ff6a84e63b41724bf0061a09ddeed53dc074545cb7)

### **Accounting: Basic Principles — Proficient**

April 2020

Preparing financial records according to federal policies.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/dcb53cf2b487c9d59e98c238b8a61131eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/dcb53cf2b487c9d59e98c238b8a61131eed53dc074545cb7)

### **CRM Skills with Salesforce — Expert**

May 2020

Knowledge of Salesforce objects, fields, and processes.

Full results: <https://share.indeedassessments.com/attempts/09c3defe6a7ba22acf96194d01f55eeaeed53dc074545cb7>

### **Spreadsheets with Microsoft Excel — Familiar**

May 2020

Excel knowledge including common tools, PivotTables, conditional & nested formulas, and custom visuals.

Full results: <https://share.indeedassessments.com/attempts/c3b89da114837dd6e0abace5188574cfeed53dc074545cb7>

### **Management & Leadership Skills: Planning & Execution — Highly Proficient**

May 2020

Planning and managing resources to accomplish organizational goals.

Full results: <https://share.indeedassessments.com/attempts/5e105fdc503dea5a2b0676954b0bc0eeed53dc074545cb7>

### **Work Style: Reliability — Proficient**

May 2020

Tendency to be dependable and come to work.

Full results: <https://share.indeedassessments.com/attempts/345122332095c30227a497f1984f2317eed53dc074545cb7>

### **English Communication Skills: Typing — Expert**

May 2020

Transcribing text using a standard keyboard.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/842bb21c36cab7327bd97d111b230682eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/842bb21c36cab7327bd97d111b230682eed53dc074545cb7)

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