Adrienne Evans

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**Objective:**

To obtain an accounting position where I will be able to contribute my skill, knowledge and experience to a company that will give me an opportunity to develop my career.

**Core Skills:**

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| --- | --- |
| * Excellent problem-solving skills | * Ability to multi-task and prioritize work effectively |
| * High degree of accuracy and attention to detail with the capacity to detect errors | * Maintain a high level of discretion when dealing with confidential information |
| * Computer efficient in MS Office, QuickBooks, Salesforce, NetSuite, Dynamics GP, Seed, Google Suite | * Strong written and verbal communication skills * Approaches assignments with a customer service mentality |
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**Work History:**

Entertainment Partners Burbank, CA

**Accounts Payable Analyst** Sep 2019-Current

* Assist with the full accounts payable cycle from receipt of invoices to payment; including coding invoices, matching purchase orders, obtaining approval, and entering the invoices into the accounting system.
* Process employee expense reports, including verification of receipts and coding.
* Prepares batch check runs, wire transfers, and ACH transactions.
* Responsible for monthly accounts payable journal entries and balance sheet reconciliations.
* Ensure all accounts payable policies and procedures are adhered to including travel and related expenses, vendor approval and invoice processing.
* Responsible for imaging and record retention of all accounts payable documents.
* Manage vendor relations and build effective partnerships.
* Partner with Accounts Payable Manger to identify and implement process improvements for department
* Process cash receipts and accounts receivable maintenance transactions.
* Assist team with gathering support for all audits, including pulling documentation.
* Investigates and resolves problems associated with processing of invoices and purchase orders.
* Receives, researches and resolves a variety of routine internal and external inquiries concerning account status, including communicating the resolution of discrepancies to appropriate persons.
* Assist in ad hoc projects as needed.

Accounting Principals (Accent Food Services– Temp) Austin, Texas

**Accounting Specialist** June 2019-Aug 2019

* Using documents to verify, record, and process transactions.
* Maintaining accurate and complete records, including invoices, receipts, and information related to supplies and inventory.
* Assisting the accounting department in daily, monthly, and annual activities, including, preparing sales taxes, assisting with property tax, assisting was document renewals (business license, health permits) and resolving discrepancies.
* Communicating with clients to discuss account statuses, charges, or discrepancies.
* Analyze and reconcile bank statements
* Assisting accounts receivable and payables

Insight Global (Amplify Snack Brand – Temp) Austin, Texas

**Invoicing Specialist** March 2019-June 2019

* Processing invoices for all customer shipments daily in the Company’s ERP System
* Submit invoices to customers via several different methods (email, mail, vendor portal)
* Perform the three-way match between customer purchase order, shipment and invoice at time of invoice processing

Intelligent Logistics Austin, Texas

**AR/AP Specialist** Aug 2018-Feb 2019

* Prepare customer statements, bills and invoices, and reconcile expenses to the general ledger
* Prepare monthly receivable statements
* Codes such items as invoices, vouchers, expense reports, check requests, etc., with correct codes conforming to standard procedures to ensure proper entry into the financial system.
* Handles all vendor correspondence via phone or email
* Prepares batch check runs, wire transfers, and ACH transactions.
* Assists with monthly status reports, and monthly closings.
* Process remittance information from checks, drafts and wire transfers for invoices provided by vendors
* Make copies of all checks, complete deposit slips and make bank deposit
* Respond to W9 request
* Resolves discrepancies.

VerdtekAustin, Texas

**Service Desk Team Lead** Feb 2018 – Aug 2018

* Monitoring email and web tickets and assign to service desk personnel as needed
* Be an escalation points for agents if they need an L2 and cannot locate one
* Mentor New Hires
* Run reports as needed for tickets and calls
* Present ticket/call data in meetings as needed
* Be an escalation points if a caller would like to speak to a supervisor
* Issue email notifications to key stakeholders on critical events (patches/updates/major outages)

**Technical Support Representative** Feb 2017 – Feb 2018

* Interact with customers via phone, email, and chat to provide and process information in response to inquiries, concerns, and requests about products and services
* Plan, write, and edit operational and instructional knowledge base articles, as well as maintenance and test procedures, for Web-based publications.
* Stays abreast of current technologies and procedures to maximize efficiency and quality of client issue resolution.

Qvinci Software Austin, Texas

**Customer Service Representative** Sep2014 – Feb 2017

* Works directly with customers to provide services in analyzing, diagnosing, and resolving software application issues and questions. ·
* Uses discretion to effect timely resolutions to issues to ensure customer satisfaction, eliminate downtime, and prevent cost overruns. ·
* Proactively searches for and provides creative ideas when known resolutions are not immediately available. · Provides timely follow-up and status updates to clients as issues are processed and resolved. ·
* Completes assigned tasks within scheduled completion dates and communicates potential issues. ·
* Stays abreast of current technologies and procedures to maximize efficiency and quality of client issue resolution.

**Education:**

Huston-Tillotson University Austin, Texas

**Bachelor of Arts in Business Administrative**  May 2018

GPA: 3.5