**Amy Shoemaker**

**2170 Dave Chester Road**

**Lenoir, NC 28645**

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**PROFESSIONAL SUMMARY**

Goal-driven accounts payable and customer service professional with demonstrated experience in active listening, assessing needs, understanding issues, analyzing options and providing timely, helpful solutions. Knowledgeable in regulatory compliance, operations, policies and procedures. Organized, efficient, decisive and direct with keen attention to detail. Effectively manages time and understands problem sensitivity while responding quickly. Skilled in working independently and within groups.

**PROFESSIONAL EXPERIENCE**

**BERNHARDT FURNITURE COMPANY,** Lenoir, NC **May 2014 – April 2020**

**Accounts Payable Specialist**

Provided support services to Controller, Assistant Controller, and other department managers for one of the country’s largest family-owned furniture manufacturing companies.

* Managed corporate credit card program consisting of approximately 160 issued credit cards by processing new and renewal cards, issuing corporate credit card statements, and overseeing the online the credit card bank download, while serving as primary source of contact for providing information and answering questions as needed for credit card holders.
* Analyzed and followed up on submitted individual expense reports and coordinating corporate card statements resulting in a reduction in unnecessary and fraudulent expenditures.
* Prepared daily Accounts Receivable and Accounts Payable deposits through the remote deposit system accurately and efficiently, maintaining low probability of possible errors (0%).
* Processed invoices through the Accounts Payable system and reviewed vendor statements to match with the company’s records and determined areas that need further review or corrections.
* Assisted Controller and Assistant Controller with special projects to help streamline accounting group tasks including organizing, analysis, and data entry from various departments with the organization.
* Received and responded to phone calls and emails from vendors and department leaders regarding invoices, expense reports, corporate credit cards, and corporate credit card statements.

**SUNTRUST BANK**, Hickory, NC  **1998 – 2013**

**Commercial Banking Specialist** 2002 – 2013

Provided support services to Relationship Manager by performing account related client activities which included processing transactions, problem resolution, account set up and account maintenance. Served as primary contact for client services. Certified data integrity of loans for lower bank exposure transactions.

* Ensured integrity of commercial loan documents requested for loan closing as well as accurately reviewing and preparing loan documentation, ensuring appropriate approvals and meeting compliance requirements as well as 100% of loans booked to bank system in less than 10 days.
* Supported up to 5 commercial relationship managers and 6 consumer loan officers simultaneously

within an area consisting of 8 branches, earned Peak Performer Award.

**Amy Shoemaker shoemaker\_amy@bellsouth.net Page Two**

* Opened commercial deposit accounts accurately and efficiently, maintaining low ratio of exceptions (0%).
* Served as primary point of contact regarding needs, questions and problem solving, providing high level of client satisfaction.
* Assisted teammates across other bank lines of business with Treasury account maintenance, deposit and loan account research, client inquiries and general support, ensuring client satisfaction.
* Acted as liaison between attorney and bank, administering and coordinating all steps within loan closing process.
* Served as integral partner of on-boarding new primary relationships within bank, achieving 120% of goal.
* Provided training and assistance to teammates regarding bank computer applications and systems and was appointed Commercial Banking Specialist Advisor and Commercial Loan Origination Champion, leading various discussions during weekly conference calls.

**Vault Teller / Financial Services Representative** 1998 – 2002

Processed routine transactions for bank customers including cashing checks, accepting deposits and withdrawals, processing loan payments and money transfers, promoting and advising on bank’s products and services.

* Ordered money from and shipped money through Federal Reserve, maintaining currency within branch’s cash limit.
* Completed operational functions such as approving transactions, cash control, branch security and internal control, ensuring low operational delinquencies.
* Processed new personal and commercial account openings, account closings and all account maintenance, achieving 100% of monthly goals and no account exceptions.
* Served as branch security officer performing monthly security audits, quarterly alarm tests and quarterly security meetings, ensuring teammate’s knowledge in branch security procedures and providing overall branch safety.

**EDUCATION**

**BA**, Psychology, University of North Carolina, Chapel Hill, NC