**Elaine Dawn Cotecson**

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**Profile**

Confident and dependable, results-oriented professional with a strong knowledge of business administration, support services, and accounting systems. Effective communicator, persuasive and adaptable. Self-motivated with initiative and focus.

**Core Competencies and Areas of Strength**

* Accounts Payable/Payroll
* Accounts Receivable
* Adaptable/Assertive/Flexible
* Communication
* Coordinating & Reporting
* Cost Accounting
* Inventory Management (within accounting system)
* Reconciliation

WORK EXPERIENCE

**ONLINE ENGLISH TEACHER**

**PalFish – Beijing, China Feb 2020 – Present**

Remote, US-based English Teacher for the PalFish Official Kids Course.

**QUALITY ASSURANCE AGENT**

**Make Your Dreams Come True, Corp. – USA Sep 2019 – Dec 2019**

Performed remote call monitoring services and provided feedback to clients and call center team leaders to help identify customer needs and continuously work to improve the quality of customer care experiences.

**ACCOUNTS PAYABLE ADMINISTRATOR**

**Continental Vitamin Company, Inc. – Vernon, CA Feb 2018 – Aug 2019**

Responsible for executing the full-cycle accounts payable process and providing timely support to company executives for a manufacturer/wholesaler of vitamins, supplements, and name brand over-the-counter medications.

* **Accounts Payable:** Managed the books on company cash disbursements. Coordinated the collection of expenditure records and supporting documentation. Responded to vendor inquiries on invoices. Assisted with payroll time calculation.
* **Administrative**: Performed investigative tasks for customer charge-back cases by maintaining communication between all involved parties and submitting evidence to the credit card payment processing company.

Key Accomplishments:

* Successfully maintained and continued working to improve a newly established system for executing the full-cycle accounts payable process by coordinating with purchasing, shipping, and receiving departments in order to provide the President with timely information that would contribute to better management of cash flow.
* Demonstrated the ability to communicate effectively by successfully obtaining discounts within the time frame of vendor payment terms while accommodating the preferences of the President regarding the timing of cash disbursement, along with successfully negotiating and extending payment terms for specific vendors.

**ADMINISTRATOR / BOOKKEEPER / COST ACCOUNTANT**

**L.A. Libations, LLC – Los Angeles, CA Aug 2014 – Dec 2016**

Performed both cost accounting and administrative activities for a Coca-Cola incubator of emerging beverages and snack brands. Responsible for providing timely support to the team that centers around accounting and sales.

* **Accounts Receivable:** Maintained, validated, posted customer payment deductions back-ups. Collected past-due payments.
* **Accounts Payable:** Managed the books on employee expense reporting. Responded to vendor inquiries on invoices.
* **Administrative**: Responded to general customer inquiries. Coordinated company meetings. Maintained the repository of sales forecasts and history. Analyzed data and retrieved reports (Nielsen, Margin Minder).
* **Inventory:** Maintained receiving reports and transfer orders for both raw materials and finished goods. Built finished goods and processed transfers within the accounting system. Conducted month-end inventory (physical counts) and reconciliation.

Key Accomplishments:

* Created and maintained a company sales report providing the CEO with up-to-date information that would serve as an aid in understanding the needs of each brand, making decisions related to marketing and promotion, and implementing sales techniques that could lead to overall growth.
* Successfully collected several long overdue customer payments (over $18K), allowing those in managerial positions to have a clearer picture of each brand’s financial standing and take appropriate action based on those findings.
* Established a standard operating procedure for the Administrator/Cost Accountant position, and created a company training manual that will provide future hires with the necessary resources to successfully carry out the job and contribute to the company’s overall efficiency.

VOLUNTEER WORK EXPERIENCE

**FULL-TIME BIBLE EDUCATOR**

**USA Sep 2012 – Aug 2013 / Jul 2015 – Dec 2016 / Jan 2018 – Aug 2018 / Sep 2019 – Present**

**Taiwan Sep 2013 – Dec 2013 / Jan 2017 – Dec 2017**

**Philippines Jan 2014 – Jun 2014**

Through a variety of organized methods (i.e. personal visits and literature), helped people from English, Filipino, and Chinese-speaking communities learn about the Bible and how it can improve their personal and spiritual lives.

EDUCATION

Heald College – Concord, CA

**Associate of Applied Science Degree in Business Administration with an emphasis in Accounting Apr 2013**

Director’s Award (3.74 Cumulative GPA)

LANGUAGE EDUCATION

• Study Island – Cebu, Philippines **Mandarin Tutorials Mar 2014**

• Taipei Language Institute – Taipei, Taiwan **New Practical Chinese I Nov 2013**

• American TESOL\* Institute – USA **TESOL Expert Program Aug 2013**

\* TESOL (Teaching English to Speakers of Other Languages)

OTHER SKILLS

Google • Word • Excel • Outlook • PowerPoint • Intuit QuickBooks • Encore • Salesforce • Slack • Typing Speed: 62 WPM