**Marianne Del Signore**

1223 N. Las Palmas Avenue, Apt.104

Los Angeles, CA 90038

(323) 706-3299

marianne.delsignore@yahoo.com

Analytical and detail-oriented candidate with international experience in a fast-paced environment.

Strong background in Customer Service and Business Analysis. Advanced level in Excel.

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| aBILITIES |

Excellent customer service

Account Management

Focus on the problem resolution

Highly organized and analytic mind

French Bilingual

High volume data analysis

Team spirit & Creativity

Flexible and able to adapt

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| PROFESSIONAL EXPERIENCES |

**Credit Card Reconciliation Analyst** – FinanceOct 2019 – Mar 2020

* **Universal Music Group/BCD Travel** – Burbank, CA
* Review employee corporate and purchasing card transactions and consulting with vendors on transactions to generate a detailed report
* Prepare reporting, transactional uploads, account coding and account updates as requested for all accounts
* Investigate and resolve problems associated with processing of invoices and purchase orders
* Responsible for identifying violations to the corporate T&E policy

**Expense Analyst** – Business Services Apr 2018 – Dec 2018

* **Jefferies** (Investment Banking) – Los Angeles, CA *(Temporary position)*
* Audit expense reports using Concur Travel & Expense system based on expense audit rules and ensure compliance with the T&E Guidelines and governmental policies
* Manage the monthly and quarterly management reporting and analysis of Corporate Travel and T&E spend
* Assist with internal and external audits, projects and initiatives for the Corporate Expense Program
* Provide an excellent level of training and customer service to the internal and external clients

**Travel and Expense Analyst** – FinanceJun 2017 – Feb 2018

* **Warner Bros. Studio** – Burbank, CA *(Temporary position)*
* Audit expense reports using Concur Travel and Expense for compliance with company policy and local tax rules for the international territories
* Process (review and approve) all travel and expense transactions in the Concur system, according to the T&E Guideline of each country
* Perform reimbursement reconciliations and SAP validations to insure accuracy between reports processed and payments made
* Assist with employee education on company travel and expense policy and efficient use of the Concur system

**Office Manager** – SalesJan 2013 – Jun 2017

* **Euro-stone** – Los Angeles, CA
* Responsible for customer service, duties included answering customer queries, problem solving and providing detailed information
* Enter orders into sales system for processing
* Ensuring all client orders run smoothly from initial order to delivery
* Maintain high levels of accuracy in inventory integrity and daily operations

**Underwriting Technician** – Group Life and Health Sep 2011 – Oct 2012

* **Blue Cross** – Montreal, QC
* Evaluate the business applying for insurance by qualifying accounts; identifying, selecting and assessing risks
* Review all pertinent information and make a final determination to issue, decline, rate up or postpone underwriting decision
* Produce accurate quotes in compliance with Underwriting & authority guidelines for existing and prospective business
* Analyze and ensure the accuracy of pricing and proposal information

**Administrative Assistant** - Group Life and HealthMar 2007 – Sep 2011

* **Great West Life** – Montreal, QC
* Contract processing and analysis in accordance with service level agreements
* Providing expertise and direction between departments
* Training, projects and procedure elaboration
* Participation to various customer service improvement projects (3 awards)

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| Education |

Bachelor of Science in Psychology 2003

High School Diploma in Social and Medical Sciences 2000

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| FOREIGN LANGUAGE |

French – Fluent

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| Computer skills |

**Software**: Windows XP to 10, OS X, Office 2003-2016, Excel (macro, VLOOKUP, IF, pivot table…), Access, PowerPoint, Outlook, Gmail, QuickBooks, Tiger Paw, SIMMS, Gmail,

SAP, Concur Travel and Expense, eTA Travel Authorization System, Travelport Smartpoint / Galileo / Apollo, Photoshop, Illustrator, Reason, Pinnacle Studio, Pro Tools

**Hardware**: PC/MAC, Desktop/Laptop, iPhone

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| MISCELLANEOUS |

International work experience

US Citizen