

# PROFESSIONAL EXPERIENCE

*May 2013 to August 2013*

**OFFICE MANAGER, Family Life Center, Fort Payne, AL**

Used *QuickBooks* to create Sales Receipts, Invoices, Credit Memos, and customized reports. Collected drug-testing specimens (urine, hair, breath, saliva) per strict guidelines, completed paperwork (including DOT), shipped specimens according to UN3373 protocols, input into *Paracelsus*. Scheduled appointments, collected payments, made deposits, accountable for \$1000+ in drawer and petty cash, and maintained confidential records. Extensive use of *QuickBooks, Excel, Word, and Outlook*.

*May 2012 to August 2012*

**BOOKKEEPING ASSISTANT, James & Company, LLC, Collinsville, AL**

Used *QuickBooks* to pay bills, create invoices, and export contacts. Created quotes and shop orders, with complex formulas and conditional formatting in *Excel*. Conducted insurance benefit orientation and assisted new hires with paperwork. Tracked attendance and vacation hours. Used *NovaTime* swipe-card system to run payroll reports and input new employees. Set up file systems and maintained confidential records.

*June 2011 to April 2012*

**OFFICE MANAGER AND RECRUITER, Stellar Staffing, LLC, Fort Payne, AL**

Managed all aspects of a staffing services branch office. Took job orders, posted job ads, assessed applicants, interviewed them, filled jobs, conducted drug testing, and maintained confidential files. Researched and solicited new clients. Composed sales literature and designed forms. Investigated Workers' Compensation claims. Kept office in compliance with all labor laws and regulations.

*September 2010 to December 2010*

**SALES ADMINISTRATOR / OFFICE MANAGER, Mountain Lakes Resort, Langston, AL**

Assistant to Director of Sales and supported ten salespeople. Input *SalesForce* information and created custom reports to forecast business and track contract completion. Created forms to improve contract accuracy and completion, lowering weekly error rate from 66% to 0%. Guided new hire paperwork and participated in employee evaluations and terminations. Tracked sales bonuses, wrote the checks, and submitted payroll reports to headquarters. Processed on-line credit applications and *JetPay* electronic payments. Documented and streamlined job tasks. Also greeted visitors and ordered supplies after cost analysis.

*April 2008 to January 2009*

**ADMINISTRATIVE ANALYST, Heil Environmental, Fort Payne, AL**

Assistant to Vice President and supported five managers. Compiled monthly reports using *Word, Excel, and PowerPoint*; extensively edited them for grammar and formatting. Exported data from proprietary systems into *Excel* to create weekly reports. Coordinated events for up to 30 people. Creative utilization of public *Outlook* folders to create a company-wide supplier resource and also a catering resource. Customized *Access* forms for maximum efficiency and accuracy. Composed work instructions, frequently utilized by others. Also greeted visitors, enforced security protocols, and ordered supplies after cost analysis.

*August 2007 to April 2008*

**EBAY COORDINATOR AND ADMINISTRATIVE ASSISTANT, Sport-Time Yamaha/Suzuki, LLC, Albertville, AL**

Photographed and researched items, composed ad copy and input into *eBay*, answered questions, received payments, packaged and shipped items. Completed all paperwork for financing and titling of vehicles. Input unit invoices in *QuickBooks* and created deposits. Exported *QuickBooks* reports to spreadsheets for parts orders and mail merges. Created Procedure files, cheat sheets for many job functions. Composed homepage text and helped design website. Purchased and organized office supplies and building supplies.

*November 2003 to February 2007*

**MATH TUTOR, Total Learning Concepts, LLC, Lilburn, GA**

Taught math students between Pre-Algebra and Calculus in a tutoring center environment. Conducted six-hour exam review sessions and composed associated materials. Developed tutoring handouts on own initiative. Other subjects: *SAT/ACT* Math and Physics.

*August 2006 to October 2006*

**TEMPORARY FACULTY SERVICES COORDINATOR, Agnes Scott College, Decatur, GA**

Supported faculty by: performing desktop publishing and word processing, creating *Excel* spreadsheets, processing Scantrons. Assisted absent faculty by taking attendance, collecting and assigning homework, starting videos, and proctoring tests.

*July 1998 to July 2001*

**BUSINESS ANALYST (ACCOUNTING), Fundtech Corporation, Norcross, GA**

Tracked all AP invoices, pager pay, expense reports, and Professional Services Group (PSG) commissions for the Atlanta division. Compiled monthly PSG billing for AR in NJ headquarters. Maintained office supply inventory and conducted a bid review from four suppliers, securing hundreds of dollars of savings. Designed new Purchase Order form and tracked the electronic approval. Developed materials describing travel expense policy and detailing other HR information on own initiative.

*May 1997 to January 1998*

**BOOKKEEPER / OFFICE MANAGER, Air Sciences, Inc., Atlanta, GA**

Performed all bookkeeping tasks, including: Accounts Receivable & Payable, Payroll, Payroll Taxes, Checkbook Reconciliation, and Collections. Brought office up-to-date after six months with no secretary. Documented job functions and composed HR policies.

*February 1990 to July 1992*

**REPORTS CLERK, AT&T Consumer Sales Division, Tucker, GA**

Performed clerical duties and took on additional responsibilities, such as training new employees on AT&T internal computer systems. On own initiative, created departmental job aids which improved contract accuracy and turn around time.