

## HR CLERK

### Summary

I am an ethical, team oriented and policy driven individual with experience in AP/AR, Human Resource Administration, Auditing, Documentation experience, Property Management (96 Units) and a vast number of computer skills.

### Highlights

Accounts receivable professional

Expert in customer relations

Proficient in SAP

Strong communication skills

ERP (Enterprise Resource Planning) software

- Strong organizational skills
- Large cash/check deposits expert
- Customer service expert
- Invoice processing
- Telecommunication skills
- Active listening skills
- Energetic work attitude
- Courteous demeanor

### Accomplishments

#### *Research* ^

- Investigated and analyzed client complaints to identify and resolve issues.

#### *Multitasking* ^

- Demonstrated proficiencies in telephone, e-mail, fax and front-desk reception within high-volume environment.

#### *Customer Service* ^

- Handled customers effectively by identifying needs, quickly gaining trust, approaching complex situations and resolving problems to maximize efficiency.

#### *Administration* ^

- Performed administration tasks such as filing, developing spreadsheets, faxing reports, photocopying collateral and scanning documents for inter-departmental use.

#### *Training* ^

- Successfully trained staff in all office systems and databases, policies and procedures while focusing on minimizing errors and generating superior results.

#### *Scheduling* ^

- Facilitated onboarding of new employees by scheduling training, answering questions and processing paperwork.

#### Multiple awards for performance. *Computed Data Reports* ^

- Provided required weekly, monthly and quarterly reports listing sales figures and client track records.

#### *Customer Service* ^

- Researched, calmed and rapidly resolved client conflicts to prevent loss of key accounts.

#### *Market Research* ^

- Interviewed clients via market research surveys to identify product issues and customer needs.

#### *Customer Interface* ^

- Greeted customers upon entrance and handled all cash and credit transactions.
- Assisted customers over the phone regarding store operations, product, promotions and orders.

### Research

- Conducted research which led to the development of Resident Retention ].

## Experience

HR Clerk 04/2015 to 06/2015 Company Name City , State

Managed the receptionist area, including greeting visitors and responding to telephone and in-person requests for information.(backup).Made copies, sent faxes and handled all incoming and outgoing correspondence.Organized files, developed spreadsheets, faxed reports and scanned documents.

Accounts Payable Clerk 02/2014 to 03/2014 Company Name City , State

- Receive and verify invoices and requirements and match purchase orders to invoice Prepare batches of invoices for data entry by matching invoices to correct vendor number Responsible for management of the weekly check mailings In charge of maintaining updated vendor files and file numbers Daily task includes the management of a customer service line (payment status, missing invoice, etc.) In charge of getting necessary documentation of Auditing Department.

Accounts Payable Clerk 12/2013 to 02/2014 Company Name City , State

- Auditing of several months of Sprint bills to check for discrepancy in Plan rates.
- Performed calculations, collected bills, analyzed charges and complete variances in Excel Spreadsheets.
- Completed and developed a procedure for the Auditing of Sprint Bills.

AP/AR Clerk 07/2013 to 11/2013 Company Name City , State

- Executed accounts receivable reporting enhancements and reconciliation procedures.Performed debit, credit and total accounts on computer spreadsheets/databases, using specialized accounting software.Received, recorded, and banked cash, checks, and vouchers as well as reconciled records of bank transactions.Verified details of transactions, including funds received and total account balances.Coded the general ledger and processed vendor invoice payments.Deposited third party checks, as well as monthly reserve transfers.Coordinated approval processes of all accounts payable invoices.Balanced batch summary reports for verification and approval.Researched and resolved billing and invoice problems.

Accounts Receivable Accounts Receivable Specialist III 08/2000 to 06/2011 Company Name City , State

- Posted overhead invoices to appropriate general ledger accounts.
- Researched and resolved accounts payable discrepancies through invoice adjustments Coded and entered at least [50] invoices each day.
- Effectively managed a high-volume of inbound and outbound customer calls.
- Recognized for having no late fees or shut in's on company utilities Setup a Credit Card Process to ensure on time payment of utilities Assisted with New Vendor Setup Recipient of multiple positive reviews acknowledging dedication to excellent customer service Posted Cash and Completed Journal Entries Preform Debit and Credit Memo's Successfully implemented a scanning program to help with sox compliance.

Apartment Manager/Leasing 08/1999 to 12/2000 Company Name City , State

- Tipton Management- Pine Lake Village Apartments Leased, Managed and Maintained 96% Occupancy Paid Bills by allocated Budget Completed move-ins and Move outs Got Painting and Sign bids (property rehab) Serve Evictions and filed Evictions Sent Letters out for Renewals and offered incentives for Renewals.

## Education

BSBA : Human Resource Management 2011 CTU Online City , State , USA GPA: GPA: 3.95

Study Business Management with a emphasis on Human Resource Management. While enrolled I maintained a 3.95 G.P.A. and was also a school mentor to at risk students.

## Skills

Accounts Payable

Accounts Receivable

Customer Service

Microsoft Suite

SAP

Solomon

Knowledge of Quickbooks

