

**CLIENT NAME****123 Name Drive, City, ST 12345****555.344.1111****nameof@client.com****Country of Citizenship: United States****SSN: xxx-xx-xxxx****ACTIVE National Agency Check and Inquiries (NACI) Clearance –  
Completed 1/14/2010**

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**Job Title:****Department:****Agency:****Job Announcement Number:**

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**CORE COMPETENCIES**

Auditing, Source Document Analysis, Account Management, Departmental Billing, Voucher Processing, Disbursements, Travel Expense Vouchers, Procurement, Payment Classification, Research Data, Management/Management Assistance, Procurement Credit Card Administrator, Individual Project Management, Office Equipment, Customer Service, Employee Benefits Health Committee, Computer Technology, Automated Business/Accounting/Finance systems, Correspondence Development, Document/Data Processing, Privacy Act of 1974, Priority Identification, Deadline Achievement, Oral/Written Communication, MS Office Suite, QuickBooks, Timberline, PeopleSoft 7.6

**PROFESSIONAL EXPERIENCE**

January 2012 - Present

Veterans Affairs

Veterans Health Administration

City, ST

Hours per Week: 40

Salary: Series: 0525 Pay Plan: GS Grade: 7

Supervisor: Fname Lname Phone: 555.555.5555

*\*Contact Applicant before contacting supervisor(s)***Accounting Technician / Financial Accounts Technician**

As an Accounting Technician effectively use FMS and VISTA on daily basis to analyze, audit, validate, process and correct financial transactions/issues/discrepancies; author invoices to collect outstanding medical debts. Develop/maintain strong understanding of related work systems to ensure accuracy of financial obligations, disbursements, collections/deposits and adjustments on financial records.

Provide advice on examination/verification/maintenance of accounting data in line with prevailing policies; adjust general ledger accounts and maintain knowledge of medical claims, financial programs and directives. Process invoices and analyze accounting transactions and

data from multiple systems, including FMS, to assure accuracy. Develop spreadsheets to ensure accounting transaction accuracy and utilize RSD system to conduct audits/account reconciliations.

Employ ten-key calculator for multiple actions and utilize SharePoint to access policy/procedure updates; read technical manuals and other relevant information to support problem resolutions and maintain file systems. Successfully developed methodology that reduced financial data processing time from several hours to less than one-half hour. Performance evaluation resulted in Excellent/Fully Exceptional review.

As a Financial Accounts Technician, tasked to perform multiple revenue cycle/AR processes for third-party insurance reimbursements. Determine optimal methods for recovering payments while adhering to VHA policies/procedures, referring difficult cases to VHA Regional Counsel for resolution. Analyze third-party claims and utilize information related to age/type of receivable and past due amount to develop strategy for collecting maximum amounts. Regularly review and respond to emails, memoranda, correspondence and telephone communication from third-party payers, internal departments, co-workers and management personnel.

Interface with insurance companies and analyze contracts, audit Explanation of Benefits (EOB), initiate follow-up action for any denied/partial payments and adjust accounts to reflect payment actions. Utilize all available automated resources and upload data into appropriate databases. Maintain relationships with relevant entities, using MS Word to develop correspondence, reports and memoranda, and MS Excel for performing calculations and other accounting functions.

February 2010 – December 2010

U.S. Department of Agriculture, Rural Development

City, ST

Hours per Week: 40

Salary: Series: 0344 Pay Plan: GS Grade: 7

Supervisor: Fname Lname

Phone: 555.555.5555

May Contact

### **Management & Program Assistant**

Served as key assistant to state Director of Program Analysis of Technical Projects for Rural Development and American Recovery and Reinvestment Act (ARRA) projects including 502 Self-Help Loans, 504 Rural Housing Repair and Rehabilitation and 502 Rural Housing Low Income programs. Reviewed marketing database and provided concise advisement to management, i.e. recommendations for continuing maintenance processes. Responsible for project planning, maintaining relevant files and submitting Project Summary Reports, including ARRA financial and expenditure information, to USDA headquarters.

Employed Rural Development Contacts (RDC) database to track markets, ensuring currency of RDC database information. Collaborated with Community Facility Program Director to ensure timely reporting completion by ARRA recipients; utilized SharePoint and other agency software to develop reporting and tracking of data.

Interacted with personnel from various lending industries and other staff, as well as general public, to supply general information regarding Rural Development housing and community programs; served in public relations role by providing communication with news media and the public and, when required, communicated with members of Congress and various officials.

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Successfully planned and implemented manual processing of 700+ mailers and several hundred e-flyers sent to various target markets; received final evaluation of Exceeds Fully Successful.

September 2009 – January 2010

American Cancer Society

City, ST

Hours per Week: 35

**Salary: N/A**

Supervisor: Fname Lname

Phone: 555.555.6144

May Contact

**Accounting Coordinator**

In this Contractor position assigned through Manpower organization, provided full-service accounting support for staff as well as other external organizations. Utilized accounting expertise to perform general ledger, accounts payable, file maintenance and transaction postings utilizing automated accounting system; also reconciled petty cash transactions and assisted accountant with any bank reconciliation actions, reviewing general ledger accounts for accuracy/completeness.

Diligently monitored funding sources and uploaded financial transaction journal entries to general ledger; carefully recorded non-profit donations, in-kind donations, gifts and grants, maintaining all needed audit records. Additionally, researched coordination of organizational financial assistance with pharmacies, medical services and any volunteer expenses and recorded all expenses in general ledger.

December 2008 – April 2009

Accountants International

(Name) Corporation

City, ST

Hours per Week: 40

**Salary: N/A**

**Supervisor: N/A**

**Phone: N/A**

**May Contact: N/A**

**Accounts Payable Assistant**

Efficiently compiled/maintained A/P and vendor files; analyzed and audited A/P transactions and approved vouchers for payment, answering any vendor inquiries. Coded invoices to appropriate general ledger accounts and assisted with 1099 activities and monthly closings as well as any special projects.

April 2007 – June 2007

Name of Company

National Bank of (Name)

City, ST

Hours per Week: 40

**Salary: N/A**

**Supervisor: N/A**

**Phone: N/A**

**May Contact: N/A**

**Banking Correspondent**

Assisted accountant in this temporary assignment, overseeing transactions in accounts held by house bank and Federal Reserve. Utilized MS Excel to perform Federal Reserve reconciliations of daily funds transfers as well as monthly bank statements. Monitored account balances, prepared correspondence, forms and other accounting documents for month-end closing and daily balancing, and maintained accounting files.

March 2007 – April 2007

Division Name

Name of Resort & Spa

City, ST

Hours per Week: 40

Salary: \$18.00 / hour

**Supervisor: N/A**

**Phone: N/A**

**May Contact: N/A**

**Accounts Receivable**

As Temporary Contractor, supported activities of accounting department; analyzed accounting reports and uploaded relevant information into automated system. Performed collection actions utilizing telephone, email, fax and other correspondence; documented results in accounting system. Also researched AP transactions and developed MS Excel spreadsheets for tracking delinquent balances and performing other collection actions.

May 2005 – February 2007

(Name) Partners

City, ST

Hours per Week: 40

**Salary: N/A**

Supervisor: Alan Brown

Phone: 555.555.1005

May Contact

**Accounts Receivable Specialist**

Supported organization by preparing invoices, entering journal entries, preparing month-/year-end closing documentation, reconciling general ledger and debiting/crediting account information as well as posting payments to client accounts; developed all needed processes and spreadsheets. Conducted operating expense true-ups including Common Area Maintenance (CAM) charges, analyzed budgets and researched general ledger historic data to make informed determinations regarding collections, write-offs or referrals to management.

Collaborated with controllers in maintaining accounting files, creating various ad hoc reports, and in developing Excel spreadsheets for calculating billing schedules and analyzing commercial leases for appropriate charges, payments and billable charges rates; also performed due diligence of ledgers/source documents in connection with upcoming property sales.

Also worked with Property Managers/brokers to set up accounts on Timberline system for third-party as well as wholly-owned properties; maintained data and developed spreadsheets and financial reports from Timberline system for multiple controllers. Met comprehensive responsibilities for Operating Expense reconciliations, property payables/receivables and cash

management; implemented any accounting procedures for ad hoc property receivables. Provided financial packages and audits for owners of commercial office/retail properties; processed A/P and A/R with Timberline software. Also finalized all CAM/insurance reconciliations and supported any outsourced contractor accounting activities.

June 2002 – June 2004

Municipality of (City) – Transportation

City, ST

Hours per Week: 40

**Salary: N/A**

Supervisor: Fname Lname

Phone: 555.663.1111

May Contact

**Accountant**

Promoted to position following outstanding performance in earlier position as Accounting Clerk I-IV. Provided office management, budget, policy and accounting support as well as workers compensation information for employees; maintained accounting file system, coordinated functional areas to maximize performance and made recommendations to management regarding needed procedural/methodology improvements.

Implemented use of spreadsheets to monitor bus advertising program, designed internal accounting forms, authorized vendor payments and other transactions and performed invoicing, A/P, procurement cards, payroll backup, fixed assets, purchasing, travel and served as point-of-contact for daily accounting functions. Monitored purchase order balances against expenditures/payments, managed departmental credit card transactions, controlled financial records and analyzed various contracts and financial documents; tracked funding approvals and purchasing department activities.

Compiled accounting data from multiple databases and authored documents including memoranda and email utilizing multiple software programs. Prepared required reports, time/attendance backup information and performed file maintenance; also assisted in management of \$14.5M operating budget and \$8.8M capital budget.

Reviewed incoming memoranda, submissions, reports and policies/procedures to determine significance in order to determine optimal distribution and use. Developed cogent recommendations for improving departmental internal business, accounting controls and problems/issues, and, in absence of supervisor, provided advisement/support for co-workers.

Acquired municipality reports to support managing new fixed asset accounting module; audited departmental utility accounts to assist IT department in city-wide account reconciliation actions; tracked city bus advertising revenues and coordinated collection activities with municipal collection agents.

January 1996 – June 2002

Municipality of Anchorage

Anchorage, AK

Hours per Week: 40

**Salary: N/A**

Supervisor: David Hertrich

Phone: 907.343.6937

May Contact

**Accounting Clerk I – IV**

Efficiently coded invoices to properly allocate funds, audited accounting transactions, processed travel expense reports and general ledger accounts, designed various internal accounting forms, developed multiple spreadsheets for auditing municipal departmental AP functions, and developed SOPs covering accounting clerk tasks; recommended solutions for various internal problems/issues.

Managed PeopleSoft vendor database and assisted with vendor 1099 research/processing; ensured proper documentation for contracts and expenditures and correctly performed all stop payments and check re-issuance. Developed needed training documents and successfully trained department personnel on AP system.

Continually provided support for subordinates and co-workers and received letters of commendation for excellent work traits from retiring supervisor and controller.

June 1994 – June 1996

Name Of Air Base

City, Germany

Hours per Week: 40

Salary: Series: 0676 Pay Plan: GS

**Supervisor: N/A**

**Phone: N/A**

**May Contact: N/A**

**Medical Records Clerk**

In this assignment proficiently supported physicians, physician assistants, nurses and nursing assistants in providing patient care. Duties performed included receiving/relaying messages, directing patients/visitors and answering inquiries. Assembled patient documentation and reviewed charts for accuracy and completeness, filed medical records, determined treatment eligibility and scheduled medical appointments. Maintained informational currency regarding medical records, units to be supported and all relevant information concerning services and systems utilized by facility. As needed, prepared all correspondence, forms and documentation and served as work supervisor during any staffing shortages.

January 1992 – June 1994

36<sup>th</sup> NAFFMB

Name Of Air Base

City, Germany

Hours per Week: 40

Salary: Series: 0332 Pay Plan: NA Grade: II

Supervisor: Fname Lname **Phone: N/A**

**May Contact: N/A**

**Computer Operator & A/R**

Provided Accounting Manager of the Non-Appropriated Financial Management Branch (NAFFMB) with strong assistance in the accounting, financial and administration of processes/analytical support for Air Force MWR programs. Managed accounting/financial system procedures for array of administrative/program support functions including financial reporting to Air Force Headquarters at Ramstein Air Base, Germany.

As Computer Operator utilizing NCR financial/accounting system, was responsible for supply inventory control, troubleshooting hardware/software, providing system training for personnel, scheduling system repairs and processing/submitting monthly/quarterly/annual financial reports to Air Force headquarters. Was additionally responsible for uploading general ledger, A/P, A/R, cash receipts and fixed asset data.

Also provided Accounts Receivable/Customer Service that included setting up payment schedules for delinquent customers, monitoring delinquent accounts and, when necessary, processing military pay garnishments; communicated regularly with 1<sup>st</sup> Sergeants, processed dishonored check notices, closed customer accounts and interfaced with other departmental personnel to gain needed information. Corresponded with customers and drafted write-off correspondence for approval of bad debts/collection agencies.

In 1994 received NAF Award as “go-getter” of the month due to over and above job achievements.

## **EDUCATION**

(Name) University, City, ST  
Bachelors Degree, Business Administration; in progress  
GPA: 4.0  
Semester/Credit Hours: 86

University of (Name), City, ST  
**Associates Degree, Business & Accounting**  
GPA: 3.51  
Semester/Credit Hours: 65

## **TRAINING/CERTIFICATION**

Financial Management System (FMS), Level I / II  
VISTA  
Document Management System (DMS)  
Veteran's Administration Station Finance Training  
Dept. of Veterans Affairs, North East CPAC Training  
Certificate of Training – Basic Eligibility Course (Jan 2012)  
Certificate of Training – Accounts Management Basic Training Course (Feb 2012)  
Prevention of Workplace Harassment No FEAR  
CBO-CPAC Internal Control for all CPAC Staff  
Mandatory OGC Ethics  
Privacy and HIPAA Training  
VHA CO Compliance and Business Integrity (CBI) Awareness Training  
VA Privacy and Information Security Awareness and Rules of Behavior  
Role Based Records Management Training for VA Personnel

Webinar Roll out of new CPAP system, 2010  
Webinar ARRA RD Recipient Reporting, 2010  
Webinar USDA RD ARRA Recipient Reporting States and Circuits, 2010  
Webinar USDA RD ARRA Recipient Reporting New ARRA Recipients, Non Reporters,  
Refresher, 2010  
Webinar USDA RD ARRA Recipient Reporting: For RD Staff, 2010  
Webinar USDA RD ARRA Recipient Reporting: States and Circuit Riders only, 2010

**HONORS/AWARDS**

Municipality of Anchorage Outstanding employee, 1996-2002  
Outstanding Performance Letter, 1998  
Performance Award (NAFFMB), 1996  
Air Force Performance, 1996  
Air Force Performance Bonus, 1995  
American Red Cross, 1992

**MISCELLANEOUS INFORMATION**

Volunteer, Anchorage Municipal Employees Association (AMEA), Local Union 959,  
City, ST

Employee Union Shop Steward and Health Cost Containment Committee, 2001-2003

American Red Cross, Persian Gulf War I

Point-of-Contact for Air Force squadron families