

# JULIE VERGARA

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## CONTROLLER / ACCOUNTING MANAGER

- Accounts Payable
- Accounts Receivable
- General Ledger
- Cost Accounting
- Financial Analysis
- Forecasting
- Budgeting
- Costing
- Sarbanes Oxley (SOX)
- Auditing
- Fund Accounting
- Reconciliations
- Cash Flow Management
- Staff Supervision
- Inventory Control
- Lean Manufacturing
- Benefits Administration
- Recruiting
- Staff Development
- Performance Reviews

## CAREER PROFILE

Dedicated proactive professional offering solid record of identifying and delivering cost reductions. Proven ability to evaluate, control and manage all aspects of general ledger accounting according to GAAP in a Sarbanes Oxley environment. Outstanding analytical, interpersonal, communication and troubleshooting skills. Well-organized and adept at multitasking and prioritizing. Computer skills – *Word, Excel, Access, PeopleSoft, ADP and Pointman Financials*.

## HIGHLIGHTS OF ACHIEVEMENTS

- ✓ Served on review team that identified **\$50,000** in annual savings on re-use and sale of scrap metal.
- ✓ Streamlined paperless office and reduced paper office supplies by **\$35,000** annually.
- ✓ Negotiated with new company to realize **\$12,000** in annual phone cost savings.
- ✓ Restructured collections process to in-house resulting in annual savings of **\$10,000**.
- ✓ Increased sales **19%** by creating reporting and set-up review with Sales Department.

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## PROFESSIONAL EXPERIENCE

ZANADU INDUSTRIES, Moodus, CT

09/03 to 10/19

*Global manufacturer of NVH control systems with sales in excess of \$1.4 billion*

Controller

- Administered complete plant trial balance and income statements analysis using Surpass and Infinium/AS400 software. Oversaw accounts receivables and collections for \$2 million and 400 active customers.
- Reported mid-month/monthly internal and external financials along with flash reporting using Frango software. Provided ad-hoc reports to General Manager, President of Region and Corporate Administration.
- Managed all facets of human resources administration for 48-employee plant. Supervised activities and efforts of Accounting Assistant. Conducted bi-annual performance evaluations.
- Reviewed processes, designed, recommended and implemented process improvements.
- Maintained and compared monthly standards of labor hours, material, production output and variances.
- Facilitated annual plant operating plan which included cash flow and balance sheets.
- Participated and conducted daily production/administration and monthly plant communication meetings.

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## EDUCATION

UNIVERSITY OF MASSACHUSETTS – MANAGEMENT DIVISION, Boston, MA  
Bachelors of Science in Management with a concentration in Accounting





# JILLIAN R. MARTIN

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October 10, 2019

Ms. Suzanne Plumb  
Director of Human Resources  
Nutmeg State Food Emporium  
100 Main Street  
Hartford, CT 06120-1234

Dear Ms. Plumb:

I would like to be considered for the position of Customer Service Representative as advertised on your website. Based upon on the qualifications stated in the posting, I am confident that I have the skills, experience and professionalism to be highly effective in this role. A copy of my résumé is attached for your review.

Let me briefly highlight what I offer Nutmeg State Food Emporium:

- ✓ Extensive service and sales experience working for a big-box retailer and a major airline.
- ✓ The ability to communicate with customers (verbally and in writing) in English and Spanish.
- ✓ A proactive and diplomatic approach to resolving customer issues with an emphasis on retention.
- ✓ Proficiency in Microsoft Word, Excel and Outlook.

At your earliest convenience, I would greatly appreciate the opportunity to discuss how my qualifications match and exceed the requirements for this job. Please contact me by phone at 203-555-5432. I look forward to meeting with you soon.

Thank you for your time and consideration.

Sincerely,

*Jillian R. Martin*

Jillian R. Martin

Enc.





# JOHN SMITH, PMP

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## Senior IT Project Manager

Population Health • HEDIS • CMS • Value Based Care

Self-starter and strategic thinker with high energy and drive to meet the needs of a demanding business and IT environment. Excellent Leadership, communication, negotiation, conflict management and relationship building skills. Demonstrated capacity to network and collaborate across multiple teams with flexible, positive attitude and ability to see results. Proven track record and experience in delivering complex program and projects using varied approaches, addressing internal or external development and packaged application within a matrix environment.

### Technical Experience

Databases: SQL Server, Apache Tomcat

Languages: Java, JavaServer Pages (JSP)

Programming: OOP, Cloud Computing, Automation, DevOps

Software: Microsoft (MS) Project, Word, Excel, PowerPoint, Access

### Professional Experience

Blue Cross Blue Shield of Massachusetts, Hingham, MA

2015 – 2019

*Delivered highly complex projects including managing all phases of software development lifecycle using risk management and stakeholder expectation management. Mentored other project managers and contributed to process improvements.*

Senior IT Project Manager

- Managed and balanced stakeholder expectations, meeting or exceeding expectations 95% of the time.
- Organized and supervised 2 teams of 8 providing day to day guidance and mentoring as appropriate.
- Identified and managed project risks, issues, decisions and change.
- Facilitated and tracked adherence to Statement of Work and Legal/Contract Management.

SpectraMedix, East Windsor, NJ

2011 – 2014

*Enabled healthcare organizations to reduce preventable readmissions, improve Core Measure and Value-based Purchasing scores, and maximize the benefits of Accountable Care Organizations.*

Project Manager

- Collaborated with stakeholders (Bas, Architects, Client Relations, etc.) and met or exceeded expectations 96% of the time.
- Managed end to end project deliveries (scope, estimation, planning, UAT, production).
- Monitored Key Performance Indicators (KPIs) and provided appropriate feedback.
- Evaluated and responded to project risks and identified and removed project impediments.
- Motivated and developed team of 10 to achieve and surpass project goals, 98% of the time.
- Applied Scrum, Agile and Test Driven Design (TDD) methodologies, increasing the quality of deliverables by 20%.

UCLA/David Geffen School of Medicine (DGSOM), Westwood, CA  
*Full Lifecycle project manager of multiple complex IT Projects.*

2009 – 2011

IT Project Manager

- Met or exceeded stakeholder expectations 95% of the time.
- Created and maintained project documentation (charters, PM plans, Schedules, status reports and change requests).
- Monitored from execution phase to ensure that projects were completed on time meeting all business and system requirements. Ensured schedule, cost and quality goals were achieved.
- Reviewed project proposals, defined project scope, and collaborated with the technical team to determine time frames, funding limitations, procedures, staffing requirements and allotment of resources.
- Applied Scrum and Agile methodologies managing of release cycles, gathering of client feedback, tracking progress against the sprints. Ability to serve as a Scrum Master as needed.
- Provided day-to-day support and guidance to 10 staff on all aspects of Project Management processes.
- Conducted project completion reviews, resource and vendor assessments and created recommendation reports in order to identify successful and unsuccessful project elements.

#### **Education/Certifications**

**Project Management Professional (PMP)** – Project Management Institute (PMI), Newton Square, PA  
**Bachelor of Science (BS) in Computer Science** – University of California, Westwood, CA