JULIE VERGARA

203-555-1234 (Home) • 203-555-0000 (Cell) julievergarajobs@gmail.com

22 Winslow Road Cheshire, CT 06410-2909

www.linkedin.com/in/julievergara

CONTROLLER/ACCOUNTING MANAGER

- Accounts Payable
- Financial Analysis
- Sarbanes Oxley (SOX)
- Cash Flow Management
- Benefits Administration
- Accounts Receivable
- Forecasting Auditing
- Staff Supervision
- Recruiting

- General Ledger
- Budgeting
- **Fund Accounting**
- **Inventory Control**
- Staff Development
- **Cost Accounting**
- Costing
- Reconciliations
- Lean Manufacturing
- 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.

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

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|------|------------------------------------------------------------------------------------------------------------------|--|--|
| | 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. | | |

EDUCATION

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



JILLIAN R. MARTIN

203-555-5432 jillianmartin@gmail.com

85 East Line Road Enfield, CT 06082-1234

www.linkedin.com/in/jillianmartin

CUSTOMER SERVICE REPRESENTATIVE

Account Relationship Management | Customer Needs Assessment | New Product Introduction Client Relations | Vendor Relations | Customer Retention | Customer Satisfaction Cross-Selling | Upselling | Sales Strategies | Post-Sales Support

SUMMARY

Customer-focused professional offering service and sales background with a major airline and big-box retailer. Excellent communication skills – verbal, written and listening. Bilingual – English and Spanish. Detail-oriented, organized and adept at multitasking. Proactive troubleshooter able to identify problems and implement solutions. Forte for appeasing distressed customers. Computer skills – *Word, Excel* and *Outlook*.

CAREER HISTORY

INTERNATIONAL AIRLINES
Service Representative

Trumbull, CT

06/11 to 11/19

- □ Communicated with customers by phone and email to furnish information regarding fares, schedules, routings, flights, space availability and special promotions.
- ☐ Finalized sales of airline flights, confirmed reservations and provided information about ticket purchases.
- ☐ Answered customer inquiries regarding arrivals, delays, cancellations, irregularities and facilities.
- □ Recommended implementation of Excel spreadsheet to track cancellation charges which reduced errors by 24%.
- □ Acknowledged by corporate office as Employee of the Year (2002).

BEST BUY **Customer Sales Representative**

Enfield, CT

04/08 to 05/11

- □ Resolved customer concerns/complaints through direct phone contact and written correspondence. Ensured concerns were investigated and resolved in a courteous and timely manner.
- □ Provided feedback to department manager regarding company policies and procedures.
- □ Compiled concern/complaint information directly on mainframe reporting system to be sent and used by store management team to improve daily operations.

EDUCATION

MANCHESTER COMMUNITY COLLEGE, Manchester, CT **Associate's Degree in Business Administration**



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.



MICHAEL E. CLARKE

1215 Longmeadow Drive Wolcott, CT 06716-2117 203-555-1234 ◆ mclarkeplumber@gmail.com

PROFESSIONAL LICENSED PLUMBER

Valid Connecticut P2 License | Clean Driving Record | Available all shifts

Solid background in service, repair and new construction. Offering stable and verifiable employment history. Customer-oriented with excellent interpersonal and communication skills. Adept at explaining plumbing problems in layman's terms. Proven troubleshooting abilities. Excellent physical health – Able to crawl and balance in high and precarious places along with climbing in/out of box trucks.

CORE SKILLS AND KNOWLEDGE

- Commercial Plumbing
- Sewer & Cesspool Lines
- Faucet & Valve Repair

COMPTON PLUMBING SERVICE

- Residential Plumbing
- Circulating Pumps
- Cost Estimating
- Emergency Service
- Plumbing Permits
- Sprinkler Systems

10/03 to Present

EMPLOYMENT HISTORY

Watertown CT

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|-----------------------------------------------------------------|-----------------------------------------------------------------|----------------------------------------|-----------------------|--|
| <u>Plun</u> | <u>ıber</u> | | | |
| | Despend to commercial and re | sidential service call assignments | | |
| Respond to commercial and residential service call assignments. | | | | |
| L | I Repair and maintain plumbi | ng, replace defective washers, fix | broken pipes and open | |
| | clogged drains. | | | |
| | Assemble, install and repair pi | pes, fittings and fixtures. | | |
| | ☐ Provide customers with repair estimates. | | | |
| | ☐ Process invoices and payments on site. | | | |
| | ☐ Install underground storm, sanitary and water piping systems. | | | |
| | Oversee work and training of A | Apprentice Plumber. | | |
| | Maintain records of assignment | its on Excel spreadsheet. | | |
| | Promote company service con | tact plan and register interested cust | omers. | |

EDUCATION

HENRY ABBOTT TECHNICAL HIGH SCHOOL, Danbury, CT

High School Diploma

Plumbing Certification

MILITARY SERVICE

UNITED STATES NAVY **Honorable Discharge**



JOHN SMITH, PMP

860-555-1234 John.Smith.IT@gmail.com 23 Linden Street, Wethersfield, CT 06109 linkedin.com/in/johnsmithPMP

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%.



John Smith Page 2

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

2009 - 2011

- 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

