

Edna Jean-Pierre

Accounting

Miami, FL 33168

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786-710-0909

Highly accomplished Bookkeeper, Accounting Manager, Legal Billing, and Collections with over 15 years of experience in team building and management experience with exceptional communication, multitasking and attention to detail. Reliable and driven, with strong time management and prioritization organizational and motivational skills.

Authorized to work in the US for any employer

Work Experience

Accounting manager

RoadSafe Traffic Systems - Miami, FL

October 2020 to Present

Coordinate and assure the customer billing is accurate by inspecting and entering completed work orders and other critical elements charged to customers prior to final billing. Support the Branch Manager, Project Managers and the Sales team as needed. Prepare spreadsheets for all project billings by evaluating quantities on a line item basis from foreman's reports. Daily Ticket Confirmation through TCR. Submit invoices to customers based on project work tickets. Monitor Accounts Receivable reports and contact customers that are 90-120 days delinquent. I resolve disputes and collect overdue amounts. Prepare weekly and monthly Accounts Receivable reports and participate in Division AR call. Reconcile quantity and payment discrepancies, and maintain all backup data for future billing purposes. Daily contact with general contractors, owners, etc. to verify materials and quantities. Provide data entry into accounting system from daily unloading slips. Prints and files related reports. Draft, type, fax, copy, file and keep records of project correspondence, reports, forms and other material.

Accounting Assistant/ Full Charge Bookkeeper

Todd Glaser - Miami, FL

January 2020 to March 2020

Coordinated invoices to prepare budgets and track financial reports. Interacted with firm leaderships to review the financial status of selected projects. Managed and reconciled issues related to unbilled balances and receivables, followed up with clients and reported issues to project leadership. Reviewed subcontractor invoices and processed them in APN et for payment. Comprehensive knowledge of accounting and auditing principles, A/P, A/R, payroll, general ledger postings, invoicing taxation issues, and regulatory compliance guidelines. Expertise in developing and delivering monthly, quarterly, and annual Profit and Loss statements and balance sheets for management within strict guidelines. Proven ability to identify and implement improvements to streamline processes and increase efficiency and productivity. Keen ability to analyze cost control, release of liens, providing timely and frequent financial information that supports corporate goals and objectives. Excellent technology skills proficient with MS Office (Word, Excel, Outlook, Power Point,) Sage, Quickbooks, & Microsoft Dynamics

Access control

Miami Management - Miami, FL
August 2018 to January 2020

Greeting residents and guests. Controlling access to the property (guests, vendors, contractors, etc. Conduct roving patrols of the property. Coordinating receipt and delivery of. packages. Monitor security cameras. Apply all safety and security policies, programs and procedures. Ability to handle crisis.situations/emergencies (fire, water leaks, accidents, etc.)Answer phone in a clear and professional manner. Ensure work areas are maintained in a clean and professional manner.

Court Reporter

Richard Gerstein Building - Miami, FL
June 2017 to August 2019

Performs other related work as assigned. Write digests of transcripts of cases either handed down in court or received from other sources in agreed house style to specified deadlines, with correct legal analysis and clear writing style. Suggests changes and procedures orders and maintains equipment and supplies performs related office tasks. Attend court hearings regularly, write contemporaneous notes of oral judgments and write a report of the judgment in agreed house style for loading on the same day to online services. May serve as a liaison to attorneys, judges, other County departments and staff, officials and the general public. Provides information relating to court hearings and charges. May conduct depositions of witnesses. May receive, execute and return commissions. May prepare jury charges in civil cases. Attends sessions of court and records all proceedings of evidence, objections, rulings, void dire of jury duty and arguments. Records all objections to admissibility of evidence, court rulings and remarks of the objections and exceptions.

Accounts receivable

Kaplan University - Fort Lauderdale, FL
January 2010 to June 2017

Answer customer telephone calls regarding existing accounts. Make requested policy and account changes. Respond to questions and concerns about service, and escalate calls appropriately. Consult with customers to evaluate needs and determine best options. Counsel customers on options for service and coverage. Upgrade service and offer additional service packages or options. Consistently improve customer satisfaction through expert resolution of conflicts, issues, and concerns. Answer customer inquiries in person or by phone; answered multi-line phone. Build rapport with the customers. Assisted customers with portrait orders; obtain 3 forms of payment. Retrieved mail and distributed them to appropriate personnel and routine clerical duties. Completed quarterly and year-end billing audits. Prepared reports for management and presented information in meetings. Outlined billing process and necessary improvements.

Business Owner

Rampage Xxtensions - Hollywood, FL
January 2010 to December 2013

Major duties of running a business include oversight of facility operations, ensuring that customers are satisfied, managing employee's schedules and performance, as well as working to make sure the salon is profitable. There is a great deal of responsibility involved in the position as a business owner. I interview, hire, train, promote, supervise and fire employees. I also oversee the stylist schedules and strive to provide opportunities for staff training in the latest techniques in the cosmetology industry. I make sure customer service needs are met. I also oversee salon conditions in terms of appearance,

cleanliness and safety, as well as making sure all supply inventories are stocked. Banking, budgeting and other financial issues are ensuring that profit is made.

Accounts Receivable

Affiliated Financial - Sunrise, FL
January 2007 to December 2009

Promptly responding to general inquiries from members, staff, and clients via telephone, mail, email, and fax. Resolved service issues and shared benefits of additional services. Maintained up-to-date knowledge of bank policies regarding payments, account changes, and upgrades. Excelled in exceeding daily credit card application goals. Developed highly empathetic client relationships and earned a reputation for delivering exceptional customer service. Cross-trained and provided back-up for other customer service representatives when needed. Rapidly promoted to mentor a 12-member team while concurrently providing top-notch collections support within an outbound call center. Handle account queues ranging from 60 to 100 accounts daily, working delinquencies that include FPD (first payment default), EPD (early payment default), 31-59. DPD (days past due), 60-89 DPD and 90-120 DPD. Develop, maintain and oversee all billing procedures for the specifically designated department. Follow up on all receivable balances and ensure that delinquent account holders are contacted and perused for payments. Prepare periodic billing reports and supervise billing staff to ensure accuracy and efficiency of claims. Develop and implement billing policies with a focus on continuous improvement of each billing process and sub-process. Ascertain that all received payments are properly logged to the appropriate register.

Collections

United Collection Bureau - Miramar, FL
March 2005 to January 2007

Received and answered incoming telephone calls. Provided customer service help to customers about questions on delinquent accounts for all lines of insurance. Documented consumer contacts on the system. Processed some currency postings and generated some invoices to clientele. Reviewed accounts, decided cancellation status and processed in keeping with departmental procedures. Identified, initiated, and facilitated resolution of customer issues. Collected information from different departments to calculate billable amounts. Checked all acquired data to ensure the accuracy of the final bill and ensured that it was timely inputted into the records system. Issued invoices, bills, and statements and ensured they were delivered to debtors on their given addresses. Sent reminder messages and emails to customers with outstanding bills and followed up on delinquencies. Researched and resolved billing and invoice problems. Balanced batch summary reports for verification and approval. Revamped billing quality system to prepare for important audits. Coded and processed customer invoice payments. Verified details of transactions including funds received and total account balances. Updated master files on a regular basis to ensure that all information remains current.

Education

None in Business Administration

Broward Community College - Pembroke Pines, FL
August 2011 to December 2013

High school diploma

American Academy - Miami, FL
August 2000 to December 2004

Skills

- Sage
- QuickBooks
- General Ledger Accounting
- Journal Entries
- Financial Report Writing
- Budgeting
- Accounts Receivable
- Accounts Payable
- QuickBooks
- Excel
- Sage
- Great Plains
- Construction Experience
- Time Management
- Systems Analysis
- Spreadsheets
- Management Experience
- Account Reconciliation
- Bank Reconciliation
- Office Management
- Payroll
- Auditing
- Financial Analysis