

## JENNIFER JOYCE

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### QUALIFICATIONS SUMMARY

Highly efficient and results-oriented professional with a **B.S. in Accounting**. Responsible self-starter with demonstrated experience in cash management, A/R, reporting, payroll, credit and collections. Strong communication and relationship-building skills with diverse audiences; fluent in English and Spanish.

**Technological Skills:** Peachtree, MS Word, Excel, Outlook, PowerPoint, Publisher, Access, Windows XP, Vista, knowledge of QuickBooks

**Recent Accounting Course Work:** Accounting, Cost Accounting, Non-Profit/Municipal Accounting, Managerial Accounting, Accounting Capstone, Federal Taxation, Auditing, Business Law, Micro Applications for Accounting, Fundamentals of E-Business, Introduction to Information Systems

### PROFESSIONAL EXPERIENCE

#### **Financial / Administrative Assistant,**

Agoura Hills Country Club, Agoura Hills, CA

2007–Present

Initially hired as temporary employee; within one month offered full-time position. Responsible for overseeing and collecting 40% of company revenues. Duties include A/R, payroll, report preparation, customer service, financial policy design, and staff training.

#### **FINANCIAL ANALYSIS**

- Investigated and discovered outstanding balances on more than 300 member contracts. Contacted and re-billed all clients, collecting 95% of funds within 60 days (\$350-400K).
- Effectively monitored funds and payments by reviewing over/under charges, verifying deposits matched paperwork, and reconciling accounts receivable (A/R).

#### **TEAMWORK & COLLABORATION**

- Served key role in development and integration of user-friendly Web site. Consulted with Web site developers, management, staff, and members to identify booking and scheduling requirements.
- Collaborated with General Manager to design and set financial policies. Participated in meetings and provided financial advice and assistance.

#### **FINANCIAL REPORTING**

- In lieu of official payroll program, developed and implemented excel spreadsheets to track financial information for 30 staff members and 65 tennis programs, each with different pay scales and bonuses.
- Analyzed and created quarterly reports for company owners, accountant, and bank managers for \$9.5M in loans; assembled and verified membership and contract numbers.

#### **LEADERSHIP / CUSTOMER SERVICE**

- Trained and supervised ~15 front desk employees, communicating expectations and deliverables.
- Built solid relationships with clients to assess their needs and maintain and increase memberships and profitability.
- Adhered to company policies concerning payments, cancellations, and guest policies to ensure financial stability.

#### **PRIOR EMPLOYMENT**

Leasing Consultant, the Mergis Group, Los Angeles, CA

2005–2007

Supervisor, Sunspot Inc., Los Angeles, CA

2003–2005

### EDUCATION & HONORS

#### **Bachelor of Science in Accounting, G.P.A. – 3.8**

Loyola Marymount University, Los Angeles, CA, 2010

Dean's List – 2007–2010; Recipient of Alpha Chi National Scholarship, 2/2009

Member of Honor Society and National Society of Collegiate Scholars (NSCS), 2009