**[Customer Service Accounts Payable](https://www.postjobfree.com/resume/ad3sk4/customer-service-accounts-richmond-va)**

**Location:**Richmond, VA

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**Resume:**

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GOAL:

To obtain a finance and accounting position within an organization that will place me in a position to utilize years of progressive and diverse experience along with both professional and personal achievement opportunities, along with adding value to a company. SUMMARY:

Determined, driven, and reliable individual, well versed in a fast-paced, productivity-focused environment. A proven track record of coaching, developing, and managing associates while leading and executing company initiatives to improve service levels by improving efficiencies, increasing company revenue, decreasing DSO, improving customer service experience, increasing employee morale, and implementing several projects or pilots. Excellent interpersonal and communication skills, fast learner, ability to effectively handle pressure without compromising quality service, and a strong work ethic. KEY SKILLS:

Strong leadership, Professional Development, Training, Curriculum Developer, Project Accounting, Detail oriented, Strong analytical and problem-solving skills, Excellent verbal and written communication, Interpersonal skills, Ability to manage multiple projects concurrently, Adaptability, Time management, Graphics, Presentation Developer, Coaching, Ability to identify potential implications of actions to mitigate downstream financial impacts, Ability to independently review contracts and understand the contract terms regarding project type, scope of work and invoicing terms, International Key Contact. TECHNICAL SKILLS:

70+ WPM, Spreadsheet Proficiency, Basic Knowledge of Generally Accepted Principles (GAAP), SOX compliance, Data entry, Accounting, Accounts Payable, Collections, International wire, Payroll, MS Excel, MS Word, MS Access, MS PowerPoint, Oracle, PeopleSoft, Deltek Vision, Salesforce, Workday EDUCATION:

ECPI School of Technology

Office Technology

Honorable Diploma with 3.5 GPA

King William High School

Business & Accounting Classes

Diploma Received

CERTIFICATION:

Microsoft Office Specialist

Six Sigma Yellow Belt

Life Coach

Interpersonal Communication

Communicating Vision

Transitioning from Technical to Management

Customer Service

EXPERIENCE:

STANTEC CONSULTING

SR. PROJECT ACCOUNTANT - 03/23- CURRENT

• Financial management of projects, which includes but is not limited to project setup, maintenance, invoicing, and project closure.

• Builds strong relationships with and serve as a trusted advisor to our internal business partners including Project Managers (PM), Project Manager Assistants (PMA), with other Project Accountants and other FST members, including Finance Managers, Accounts Payable and Accounts Receivable, to ensure collaborative teamwork.

• Implements process or procedural changes identified and rolled out.

• Collaborates with PM and PMA to recommend an appropriate work breakdown structure

(WBS), issue accurate and contractually compliant invoices.

• Evaluates project setup and budget change documentation to ensure compliance with contractual requirements, internal controls and IFRS.

• Collaborates with Stantec’s finance team in Pune, India to ensure timely delivery and accurate completion of tasks they support.

• Prepares internal and external audit support and respond to inquiries from PA Leadership and Finance Managers.

AECOM (FORMERLY EARTH TECH INC)

GLOBAL BUSINESS SERVICES &

OPERATIONS

WORKING CAPITAL SUPERVISOR, BILLING,

PROJECT CONTROLS ANALYST,

COLLECTIONS

10/06-07/23

• Applies financial terminology, measures, financial data analysis concepts and principles in assignments.

• Recognizes processes/project actions that may lead to project financial impact.

• Develops and maintains WBS for projects.

• Assists in the use of drawings and specifications in the establishment of project baseline data.

• Begins basic analysis of cost and schedule variances.

• Develops knowledge of accounting principles.

• Assists in assembling data for trending and forecasting.

• Understands progress/performance data and associated concepts and principles. Participates in the collection of progress data and review of performance trends.

• Familiar with earned value, scope control and change management concepts, principles and methodologies.

• Collects data and produces an initial analysis on manpower, labor hour, and labor cost requirements versus budget limitations.

• Collects and analyzes data for tracking actual cost to funding limitations.

• Provides support to tracking purchase order and subcontract commitments and expenditures.

• Familiar with the concepts and principles of project revenue and cost.

• Exposure to basic scheduling and cost baseline fundamentals, concepts and principles.

• Introduced to performance management and cost/schedule integration concepts and principles.

• Develops knowledge of scope control and change management.

• Supports project reporting process as required.

• Participate in project cost review meetings.

• Led various regions of Working Capital Initiatives as Supervisor and support to numerous Project Billers, as well as other Supervisors, including Latin America, monitoring and reviewing billing productivity/processes

• Took an active role in leading the Billing and Collection efforts by being the liaison between the Billing/Collection, Finance/Operations, and the project teams, within the country and globally.

• Met operational standards and goals by contributing to strategic plans and reviews.

• Monitored productivity, quality, and customer-service standards.

• Provided various financial reports, resolving problems, and identifying improvements.

• Professional Development and mentorship were key initiatives in my tenure. Approximately 90% of the new employees in the department were supported by my initiative.

• Developed and assisted in writing training material and coordinated training for new billers and actively develop employees in their current role and for advancement, impacting 90% of a Global Shared Service Center's Billing department of over 200 Billers and portions of Operations within the United States, India, and Manila, streamlining processes, implementing Standard Operating Procedures that increased productivity.

• Assisted in developing, writing, and updating billing policies, procedures, methods, and guidelines, producing Standard Operating Procedures and making sure we are SOX compliant.

• Developed Customer Service Training. Took a lead in conducting regularly schedule motivational initiatives for customer service driving Global Business Services core values and ensuring we as a department deliver effective customer service and produce results.

• Participated to organize, develop source training programs to meet other specific training needs within the United States, Latin America, India and Manila.

• Implemented process improvements to increase productivity and accuracy.

• Interviewed and hired qualified candidates, conducting the new employee training and setup the next steps for support as they went into their active roles.

• Aided in the reconciliation of Cash and Aging and working with Accounts Receivable to resolve issues.

• Integrated new companies that were acquired and stabilized the billing in transition.

• Billing Operations Lead for a Shared Services Center.

• Project Accounting for environmental, water/wastewater, transportation facility projects.

• Led and provided support to a team of Project Billers, ensuring consistent processing of all billing, with the initiative to standardize where applicable with portfolios greater than $1 million each.

• Monitored Project Portfolio with communications with Biller, Project Managers, Collections, Cash Management as well as other departments for a healthy life-cycle of cash flow. This process also includes reading and understanding contracts for all projects to be billed. Maintaining an excellent standard of quality on all work performed. Daily interaction with internal & intra-office departments to resolve project specific discrepancies. Strong customer focus required.

• Led the team for the pay when paid function of subcontractors, making sure subcontractors got paid on time but also staying within financial obligations set forth by Finance. EARTH TECH INC.

A P/ WIRE TRANSFER SPECIALIST/ P CARD ADMINISTRATOR - 07/05-10/06

• Audited incoming invoices for accuracy.

• Researched invoices for proper coding, purchase requisitions, and extension of dates needed on projects.

• Coordinated as a Liaison between vendors and management to resolve all issues in a timely and professional manner. Building relationships both internally and externally in the process. High volume of data entry of invoices.

• Responsible for the initial suggestion of the Help Desk function which is currently in place today as well as setting up the standard wire process for the Shared Services Center and created training material.

• Processed all wire transactions; nationally and internationally, sending information to the Treasury Department.

• Issued procurement cards for locations. Audited the monthly purchases with the master account and entered information accordingly.

• Data of entry of invoices for all US regions.

• Audited incoming invoices for accuracy.

• Researched invoices for proper coding, purchase requisitions, and extension of dates needed on projects.

• Verified that all invoices and Purchase Requisitions were signed by appropriate managers before inputting into the system.

• Contacted locations and vendors when needed, building relationships internally and externally.

• High volume of data entry of invoices.

WACHOVIA SECURITIES

TREASURY/BROKER/DEALER REGULATORY ACCOUNTING/ACCOUNTING ASSISTANT II - 04/00-10/04

• Reconciled deposit and checking accounts on a daily, weekly, and monthly basis along with reconciling foreign accounts payable accounts.

• Prepared the Financial and Operational Combined Uniform Single Report sent to the United States Securities and Exchange Commission.

• Preparation of Aging reports done on a weekly basis to management in the corporate offices.

• Assisted with the FDC reports that are sent to the Regulatory Department.

• Monitored and assigned workflow.

• Bank Reconciliation of all daily deposits and brokerage accounts. Worked directly with bank reconciliation to reconcile and research accounts and made necessary entries.

• Audited branches' daily deposits and disbursements and made required journal entries.

• Processed and distributed returned checks and processed void checks and credited the clients' account accordingly.

• Reported productivity for the month.

• Assisted in the escheatment process of checks being returned to the state.

• Handled a high volume of calls.

• Moved collateral to fund outstanding loans, preparing for a wire to be issued and resolve any issues that may arise.

• Provided other departments with assistance.

• Operated in a Senior position, backup for supervisor and training new employees as they joined the team.