**[Customer Service Business Manager](https://www.postjobfree.com/resume/ad2t3p/customer-service-business-columbia-md)**

**Location:**Columbia, MD

**Posted:**January 16, 2024

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**Resume:**

Mary Jane David

Accounting\* Customer Service\* Business Management \* Government Subcontractor

Glen Burnie, MD 21061

chronister1201@gmail.com

(443) 805-4557

Highly motivated and organized business manager with 20 years of experience and a proven record of increasing revenues, meeting deadlines, building customer relationships, and facilitating a positive work environment.

Authorized to work in the US for any employer

Work Experience

Accounting Specialist

Bernward Mechanical and Construction Solutions - Severna Park, MD August 2021 to October 2023

Responsible for Accounts Payable and Staff Support to CFO Business Manager / Financial Business Manager

Goddard Child Development Center NASA Goddard Space Flight Center - Greenbelt, MD October 2018 to August 2021

• Financial Reports

• Payroll / Paychex

• Retirement Benefits

• Human Resources

• Staff Support

• Benefits Employee (Yearly Rate Comparison)

• All Aspects Of Accounting (Spreadsheets/Excel)

• Budget Analysis

• Recruiting Staff and New Students

• Customer Service / Contact Person for Parents of 200+ Students

• Enrollment Processing of Students

• Computer Software Problem Resolution

• Upgrade of Networking of Computer Software for Administrative Staff

• Variance Reports

• Audits

• Work Orders

Full Charge Bookkeeper

Annapolis Moose Lodge #296 - Annapolis, MD

July 2006 to June 2019

• Internal audits

• Monthly bookkeeping

• 990 tax returns

• Transmittal of financial statements to Moose International (on time, monthly, for 10+ years) BUSINESS MANAGER

Office Care Inc. - Laurel, MD

April 2011 to September 2018

• Management of office staff

• Lead for Accounting Office (A/R, A/P, payroll, reconciliations, financial statements)

• Collections specialist

• Team building

• Client relations

• Problem resolution regarding legal, insurance, employee, and customer matters

• Insurance handling (including audits)

OFFICE MANAGER

VINTAGE HOMES, LLC

April 2000 to December 2009

• Managed business for new construction and work on historic homes

• Handled all aspects of accounting (AP, AR, payroll, bank recs, financial statements, collections)

• Managed office staff

• Customer service

• Construction draws

• Variance reports

• Job-site contact

• Insurance handling (including audits)

• Dispatch

• Proposals

• Bids

• Permits

• Repair Work Orders

PROPERTY MANAGER

Stor & Lock, Chesapeake Rowing - E. Thomas McGlinn - Chestertown, MD August 1993 to August 1999

• Managed 300+ storage units

• Implemented new software program for property management

• Handled all bookkeeping and administrative tasks for three businesses under the same owner

• Rental property management

• Customer service

• Boat sales

• Court appearances as rental representative

• Property auctions

Education

College Credits Earned in Business

Anne Arundel Community College - Arnold, MD

High school diploma in College Prep Advanced Studies Severna Park High School - Severna Park, MD

Skills

• QUICKEN

• COLLECTIONS (10+ years)

• CUSTOMER SERVICE (10+ years)

• PROBLEM RESOLUTION (7 years)

• TEAM BUILDING (7 years)

• Forecasting

• Quickbook

• Moving

• QuickBooks Online (5 years)

• Outlook

• Data Entry

• Sales

• Business Development

• Marketing

• Payroll

• accounting

• Excel

• Facilities Management

• Tax Experience

• Paychex

• General Ledger Accounting

• Accounts Payable

• Data collection

• Typing

• Journal Entries

• Bank Reconciliation

• Internal Audits

• Office Management

• Account Reconciliation

• Financial Report Writing

• Accounts Receivable

• Financial Analysis

• Interviewing

• Accounts payable

• General ledger reconciliation

• Account reconciliation

• Accounts receivable

• Accounting

• QuickBooks

• General ledger accounting

• Bookkeeping

• Property management

• Office management

• Customer service

• Financial report writing

• Balance sheet reconciliation

Awards

Business Manager

December 2016

Employee of the year 2016

Additional Information

Skills & Abilities

MANAGEMENT

• Ability to multitask and prioritize to get the project completed on schedule

• Goal setting and meeting deadlines

• Hands-on problem resolution

• Team building

SALES

• Managed storage facilities with less than a 1% vacancy rate

• Increased client base in customer-service-related business

• Assisted in increasing revenues by 2/3 at present company COMMUNICATION

• Led weekly/monthly business meetings

• Met with clients to resolve customer service- and finance-related issues

• Employment interviews

• Employee warnings and terminations

• Collections specialist

• Motivational speaking

Software Proficiencies

• QuickBooks (Expert)

• Microsoft Office Suite (Word/Excel)

• Xero

• Quicken