

Adrienne McKinley

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Thornton, CO 80229

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SUMMARY OF QUALIFICATIONS

- Maintain a positive atmosphere
- Adaptive to environment
- Team player and dedicated employee
- Attention to detail
- Strong communication skills
- Work well under pressure

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- **EDUCATION & CERTIFICATIONS**

- **B.S. Accounting**, Regis University, Denver, CO Anticipated
May 2022

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- **Certificate**, Arapahoe Community College, Littleton, CO Anticipated
May 2020

- Paralegal Certificate

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- **A.A.S. Accounting**, Front Range Community College

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- *Relevant Courses: Accounting Principles, Payroll Accounting, Business Law, Computerized Accounting, Intermediate Accounting*

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- **Notary designation, LexisNexis, Rocky Mountain Paralegal Association**

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- **PROFESSIONAL EXPERIENCE**

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- **Walmart**, Northglenn April 2016 – March
2018

- **Customer Service Manager** (2016-2018)

- **Cashier** (2016)

- Resolve customer issues and/or concerns promptly.
- Handling returns, exchanges, online orders ready for in-store pickup.
- Identify and assist asset protection operations and provide a safe work environment.
- Supervise Associates by assigning duties, communicating goals, provide feedback.
- Monitor performance, implement/execute small projects, coaching and teaching.
- Resolve Associate issues when processing customer transactions.
- Provide support to Associates for completing monetary transactions.
- Conduct register audits.
- Coordinate cashier breaks and lunches, promptly fulfill Associate requests for registers.
- Lead point of sales, financial services operations, maintain front end.
- Make prompt judgment decisions to satisfy customer needs.
- Plan and improve team performance.
- Handled disciplinary issues with Associates.
- Adapt to new changes in policies, procedures, and business needs.

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- **Hospital Shared Services**, Denver, CO December 2013 –
April 2015

- **Security Officer** (2013-2015)

- **Sergeant (2014)**
- Swift responses to emergency and non-emergency situations. Escort persons; assist facility personnel and/or emergency personnel.
- Provide visible deterrence to potential crime, prohibited suspicious activities in all areas.
- Communicate and comprehend effective instructions with clients, representatives, employees, visitors, or vendors.
- Write accurate, clear, and legible reports.
- Perform duties per Security leader or Site Security Representative.
- Enforce and abide by all regulations and guidelines of the site.
- Supervised officers, handled disciplinary issues, submit payroll and confirm hours worked from all officers.
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- **Your Castle Real Estate, Denver, CO** June 2011-August 2013
- **Real Estate Broker Associate**
- Maintained short sale services to potential clients.
- Broker home sales for buyers and sellers.
- Facilitated closing with title company
- Negotiated and resolved any issues prior to closing
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- **Convenient Home Solutions, Denver, CO** January 2006 - July 2011
- **Foreclosure and Short Sale Specialist**
- Provide a time efficient short sale service.
- Negotiate all liens and judgments against the subject property.
- Maintained communications between all parties.
- Handled all accounts, AR, AP, bank reconciliations, expense reports, prepare taxes.
- Handled all communications with Title Company for closing.
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- **Karcher/Windsor Inc., Englewood, CO** February 2006 - March 2007
- **Accounts Payable Specialist**
- Handled high volume heavy invoicing
- Two and 3 way match, process expense reports, data entry, filing,
- Assist with consolidating billing, enter and code all incoming invoices,
- Handled calls and emails regarding various accounts and financial issues
- Code invoices, payables entered into system daily, process payments
- Maintain international relationships and customer international accounts