

# Caitlin Tucker

Denver, CO 80205

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Authorized to work in the US for any employer

## Work Experience

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### **Accounting Specialist**

NXG (Corbins Electric)

September 2023 to Present

- Enter high volume of vendor invoices with the correct G/L code by division and department and pay close attention to discount dates.
- Keep tax spreadsheet updated.
- Respond to vendor inquiries by email and telephone.
- Reconcile vendor statements.
- Scanning and uploading electronic A/P records.
- Review and enter employee reimbursement requests.
- Code monthly credit card expenses.
- Additional accounting duties as assigned.

### **Accounting Specialist/Operations Specialist**

Greystar

September 2022 to September 2023

- Collaborated with community managers of multi-family, student living and active adult properties to facilitate outstanding balance collection, consistently achieving daily, weekly and monthly targets.
- Conducted thorough reviews of resident and/or collection files, ensuring compliance with all applicable laws and departmental policies.
- Facilitated the smooth processing of move-out files, handled user requests and questions, researched and identified system problems, and followed up with end-users to ensure prompt resolution.
- Provided exceptional operational support, contributing to the overall success of the team and helping to maintain high levels of customer satisfaction.

#### ACCOUNTING SPECIALIST

- Orchestrated payment processing optimization by meticulously verifying and processing invoices, ensuring punctual payment and accurate corporate billback procedures.
- Cultivated stronger vendor relationships through proactive research into discrepancies and adeptly resolving billing issues, culminating in a marked decrease in overdue payments.
- Ensured the integrity of accounting records by meticulously coding A/R adjustments and charges, promptly posting A/R receipts, and continuously updating receivables balances.
- Expedited seamless financial transactions via the execution of ACH transactions and diligent maintenance of reconciled accounts, facilitating precise reporting to the Management.
- Bolstered operational efficiency by maintaining meticulous files and records, fostering streamlined retrieval of crucial information and enhancing overall organizational effectiveness.

## **Executive Administrative Assistant**

ATMOSPHERE LIGHTING - Phoenix, AZ

May 2020 to September 2022

- Demonstrated adept management of personnel files and meticulous recordkeeping systems, encompassing I-9 documentation, pre-employment paperwork, and E-Verify compliance.
- Skillfully ensured accuracy by meticulously verifying employees' work hours and remuneration details through the payroll system, facilitating precise compensation management.
- Effectively curated business presence on social media platforms, contributing to brand visibility and engagement strategies.
- Offered comprehensive guidance and support to internal and external customers, employing diverse communication channels including telephone, written correspondence, and face-to-face interactions.
- Spearheaded crucial office operations encompassing organization, filing, copying, scanning, phone handling, and efficient material distribution.
- Managed intricate travel and accommodation arrangements, optimizing logistical details for seamless business operations.
- Played a pivotal role as the office manager, meticulously tracking and replenishing office supplies to ensure uninterrupted workflow.
- Skillfully formatted a range of communication materials for both internal and external dissemination, spanning memos, emails, presentations, and reports.
- Captured key meeting insights by proficiently taking minutes during discussions, preserving critical details for reference and follow-up actions.
- Assumed responsibility for call screening, efficient correspondence distribution, and effective correspondence management, facilitating smooth information flow.
- Leveraged creativity to design quotes, amplifying the sales process by presenting appealing and informative materials.
- Skillfully developed and maintained expense records through comprehensive spreadsheet management, contributing to budgetary accuracy.
- Played a proactive role in instituting new policies and refining processes, enhancing operational efficiency and aligning practices with evolving business needs.
- Reviewed and enter employee expense reports and receipts.

## **Self Storage Property Manager**

Argus Property Management - Phoenix, AZ

May 2021 to November 2021

- Exceeded sales goals by strategically driving rentals and insurance sales, effectively maximizing revenue outcomes.
- Skillfully managed occupancy levels in alignment with budget targets, ensuring optimal property profitability.
- Demonstrated adept oversight of critical financial aspects including rent collection, precise rent ledgers, bank deposits, and petty cash records.
- Proactively pursued resolution of delinquent rents and facilitated eviction processes, minimizing financial losses.
- Proficiently handled the entire spectrum of rental lease operations while maintaining comprehensive and organized files.
- Elevated property aesthetics and appeal through rigorous cleaning, unit maintenance, and swift repairs, thereby enhancing tenant satisfaction.

- Conducted detailed property surveys of neighboring competitors, scrutinizing amenities, rental rates, concessions, and curb appeal, resulting in data-driven strategic decisions for staying competitive in the market.

### **In Home Caregiver**

Private Care - Phoenix, AZ

February 2012 to January 2021

- Provide compassionate in-home care for a disabled adult diagnosed with Dementia, ensuring their comfort and well-being.
- Skillfully prepare nutritious meals, diligently arrange appointments, and attend to all daily needs with a caring and attentive approach.
- Skillfully manage challenging behaviors associated with Dementia, utilizing patience and effective techniques to ensure a peaceful and respectful environment.
- Collaborate with family members to maintain consistency in care routines, gather insights, and adjust care plans as the client's needs evolve.
- Maintain meticulous documentation of care activities, observations, and medication administration, ensuring accurate records for healthcare professionals and family members.

### **Administrative Assistant**

TeamOne Logistics - Phoenix, AZ

August 2019 to May 2020

- Proficiently prepare and meticulously reconcile payroll with attention to detail.
- Demonstrate adept data entry skills utilizing Excel, ensuring accuracy and efficiency in handling complex datasets.
- Possess an advanced working proficiency in a range of pertinent computer applications, facilitating seamless task execution.
- Establish a track record of effectively working autonomously, successfully overseeing multiple projects while consistently meeting demanding timelines.
- Expertly handle billing operations, ensuring accuracy and timeliness in financial transactions.
- Acknowledged for driving substantial enhancements to office systems and processes, resulting in heightened efficiency and productivity gains.

### **Manager**

UHAUL Moving and Storage - Denver, CO

January 2018 to April 2019

- Orchestrated the elevation of profitability and productivity to consistently surpass set benchmarks, driving substantial growth in sales revenue and profit margins.
- Spearheaded strategic hiring, scheduling, and payroll administration, cultivating a high-performing team that fueled operational excellence.
- Mentored and provided comprehensive training, markedly enhancing the value and skillset of employees, thereby boosting overall team performance.
- Exemplified meticulous management of personnel records and recordkeeping systems, including I-9 documentation, pre-employment paperwork, and E-Verify compliance.
- Ensured precision in verifying employees' work hours and compensation through adept utilization of the payroll system, ensuring equitable remuneration practices.
- Demonstrated exceptional prowess in inventory management, deftly conducting cycle counts, optimizing parts/inventory ordering processes, and maintaining comprehensive accounts.

- Drove exceptional customer service standards by skillfully resolving complaints and overseeing vital administrative responsibilities to enhance overall customer satisfaction.
- Effortlessly executed complex rental contracts for diverse equipment and storage units, adeptly handling administrative intricacies.
- Efficiently managed financial aspects, including deposits, payments, and account maintenance, ensuring accuracy and compliance.
- Showcased exceptional financial acumen by deftly managing cash and credit transactions with speed and precision, consistently maintaining a balanced cash drawer.

## Education

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### **GED**

Phoenix College - Phoenix, AZ

2008

## Skills

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- Customer service
- Cash handling
- Inventory control
- Scheduling
- Payroll
- Training
- 60 WPM (10+ years)
- Salesforce (1 year)
- Leasing
- Microsoft Office
- Outlook
- Administrative Assistant
- Data Entry
- Microsoft Excel
- Billing
- Administrative Experience
- Microsoft Outlook
- Microsoft Word
- Filing
- 10-Key (10+ years)
- Time Management
- Computer Skills (10+ years)
- Accounts Payable
- Management
- Account Reconciliation

- SAP (Less than 1 year)
- AS400 (2 years)
- Sales
- Customer service
- Computer literacy
- Microsoft Office
- Computer skills
- Property management
- Communication skills
- Microsoft Word
- Microsoft Excel
- Microsoft Powerpoint
- Landlord-tenant law
- Supervising experience
- Yardi
- Budgeting
- Office management
- Cash handling
- SAP
- Salesforce
- Fair Housing regulations
- Bluebeam
- Marketing
- QuickBooks
- Office experience
- Microsoft Outlook
- Upselling
- Accounting
- Data entry
- Organizational skills
- Construction
- Adobe Acrobat
- Event planning
- Accounting software
- Administrative experience
- Accounts payable
- Construction management software
- Property leasing
- ERP systems
- Logistics

- Travel planning
- Retail sales

## Certifications and Licenses

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### **Driver's License**

## Assessments

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### **Office manager — Proficient**

August 2022

Scheduling and budgeting

Full results: [Proficient](#)

### **Customer focus & orientation — Proficient**

August 2022

Responding to customer situations with sensitivity

Full results: [Proficient](#)

### **Management & leadership skills: Impact & influence — Proficient**

May 2023

Choosing the most effective strategy to inspire and influence others to meet business objectives

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.