

## Crista Jacobs

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<b>Objective</b>	I have substantially high qualifications in Microsoft Office. I am second to none with my organizational skills and ability to multitask while keeping a timeline for each task a priority. Excellent at training colleagues and ensuring the required knowledge has been applied to everyday situations. I am always ready to learn additional tasks and new systems. I have 8+ years of experience working with SAP.
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"><li>- Planning, organizing, creativity, leadership, forecasting needs, multi-tasking, high level of drive and ability to accomplish tasks on or ahead of schedule along with a vast knowledge of customer service.</li><li>- Ability to thrive in a fast paced, high stress environment while continuing to provide excellent client and customer care.</li><li>- 58 WPM efficiency in Microsoft Office with great working knowledge of Excel, utilizing v-lookups and pivot tables, OneNote, Outlook, PowerPoint and Word partnered with excellent data entry skills.</li><li>- Financial Reporting, month end processing, audit preparation, check requests, customer service, payment runs and high priority benefits and leasing payments.</li><li>- Highly driven to excel and acquire a vast knowledge base with a company I love and dedicate respect and time to.</li></ul>
<b>Experience</b>	<p><b>HR Assistant, Karcher North America – April 2019 – January 2021</b></p> <p>Part of the integration and start-up of utilizing ADP Workforce Now for a "paperless" company</p> <p>19 verification and organization. Audit 2X year to ensure regulations are in order</p> <p>Onboarding for new hires with use of ADP Workforce Now, including working with IT to ensure all is set up for employees first day when necessary</p> <ul style="list-style-type: none"><li>• New hire documents and signatures such as confidentiality agreement, non-compete, etc.</li></ul> <p>New hire orientation and safety training coordination</p> <p>Ability to answer any and all benefit related questions for employees</p> <p>Open new job requisitions and create offer letters based on job descriptions stored in ADP throughout the organization</p> <ul style="list-style-type: none"><li>• Review of payroll and processing of garnishments, tax withholding changes, direct deposit, benefit enrollments and qualifying event changes, manual payments and confirming hours</li></ul> <p>Handling unemployment insurance claims with state level employees to determine eligibility</p>

Rules and state regulations training on a monthly basis to stay current in business needs

Employee relations and mitigation. Investigations into employee related incidents and accidents

Maintaining and updating organization structure for Managers and direct reports

ECN and ESN processing and notification to IT as well as collect company property

Transition hard copy employee files to ADP virtual files and documents

Coordinate with EE's for property return to HR/IT

ADP changes and updates to address, phone, email, beneficiary, emergency contact etc.

Corp. credit card processing and set up

Policy and Procedure updates as well as benefits guidelines updated yearly

LOA, STD and LTD processing with Lincoln Financial

International Immigration for work visas as well as Green Card and Residency

Meetings held with NeoPost and Pitney Bowes for more cost effective postage options

Expense reimbursements processing for all employees

Many other tasks including but not limited to:

- Reporting headcount on a weekly basis for production area and ensuring correct cost center application and active recruiting for open positions with Director of Operations
- Service awards processing, ordering and disbursement across the company, nationwide
- Ordering of office supplies and paper through WPS system
- Ordering of coffee supplies for office and production area
- Cost saving strategies for welcoming new hires such as creating a welcome bag around a budget to uphold company values while staying on budget

**Staff Accountant, Karcher North America – Jan. 2019 – April 2019**

Cash reconciliations for 19 accounts on a weekly basis

Credit Card payment reconciliations for AR team and

T&E Reporting and approvals

Miscellaneous journal entries

Month end preparation and journal entries

Balance Sheet reconciliations

WEX – Vehicle leasing invoice reconciliation

Cash sub-account clean up

Escheatment preparation report to send to AP on monthly basis

Assist in month end journal entries and reporting for management team

**Accounts Payable Analyst II, Karcher North America – Oct. 2018 – Jan. 2019**

FIS Processing of open invoices. Required to code for GL/CC and send out for approval, posting an average of 853 invoices per month

Mail processing to code and send invoice copies to FIS, respond to statement inquiries and identify, route items to the correct area when necessary

Research, respond and process items for several AP inboxes – Invoices, AP, AP VendorRequest and personal inbox  
Process and post check requests. Ensure that payments are made on time  
Objective to keep balance of \$50,000 or less in FIS for month end.  
Month end processing of benefits, leasing payments, rent payments, energy, waste and maintaining GL balances month over month  
Weekly payment runs to include checks, ACH, wires and intercompany transfers. Immediate payments to high priority  
Took initiative to reduce number of invoices received from Northern Safety and set up meeting with representatives from NS to discuss contract renewal and requirements needed to continue our business with them  
Update/Create all process documentation for AP procedures  
Weekly as well as immediate need payment runs including, checks for US60, CA10, CAD and USD, ACH payments, wire payments within HSBC bank account and a Euro payment run  
Preparation and inclusion of audit processing and requests  
1099 processing  
Process improvement on payments implemented to eliminate duplicate payments  
Training complete for month end accruals, report given to upper management with flux reporting  
Overall processing time improvement with recognition from other departments on turnaround time improvement  
Created document and procedure for smoother check request process throughout the company for INST, AR and Marketing departments for rebates, refunds and invoice payments for event planning

**SR Accounts Receivable Analyst, IHS Markit – May 2018 – September 2018**

Temporary Position through Axelon Services  
600+ Citi Bank accounts to maintain  
Reach out to Clients for status of payment as well as follow up on promise for payment  
Weekly conference calls with Citi Executives to discuss accounts with delays and litigation as well as compile a plan of action for IHS legal team  
Weekly reports to upper management on status of accounts  
Reporting of balances owed month over month and progress made

**Starbucks Manager - February 2017 – January 2018**

Responsible for inventory management and ensuring adequate product on hand for use as well as retail  
Weekly sales goals met and daily sales goals tracked and reported to district manager using Excel  
Setting and following par levels and order accordingly for drink as well as food and nonperishable inventory  
Scheduling responsibilities and meeting the needs of 6-8 employees while upholding continuity of minimum scheduling requirements to meet operational needs

Bi-weekly conference calls to corporate to track and report customer satisfaction using surveys completed by gold level members.

- Customer satisfaction was at 24 when I started, within 3 months, 89

Training new employees to Starbucks standards  
Daily compliance checks of lobby and pastry case to ensure all product is in compliance with the Sirens Eye

**Great West Financial (Multiple Positions shown below) – May 2012 – June 2016**

***Financial Analyst – January 2015 – June 2016***

Research and respond to payment related questions for internal and external clients

Responsible for the following monthly processes including but not limited to: Debit balances, escheatment, death claims, special payouts, statistics and reviewing tax extracts for files sent to the state with a strict guideline for completion

Reconcile expense accounts

Accounts receivable and accounts payable processing for debit balance repayments

Logged into ACD phones to assist partners with any and all requests with the ability to streamline calls that are required to go to another area

SAP usage on a daily basis to add, terminate and change information required through processing

Quarterly processing as needed to include special payouts scheduled only in particular months for several different lines of business

Analyzing suspense account entries to locate and mitigate any out of balance transactions

Strong knowledge and career long experience in Outlook, Word, Excel, SAP, ICM, STARS and LifePro

***Sr Payment Coordinator – September 2014 – January 2015***

Research and respond to payment related questions for internal and external clients

Due diligence to ensure that payments are processed accordingly

Monitor alias and assign workflow as needed

SAP usage on a daily basis to add, terminate and change information required through processing

Afternoon phone time to assist partners with any and all requests

Monthly processing schedule followed with strict due dates and time sensitive data required for executives.

***Licensing Coordinator – December 2012 – September 2014***

Consistently meet time standard of 100% and exceeding the quality standard on 99.15% as of May 2014

Required detail orientation to sustain quality standards throughout the year

Individual production averaging 4,500 items per quarter

Data entry was a daily task to set up, maintain and appoint new Advisors

Handle bank and client phone calls to ensure customer care and quality of service

	<p>Interact with internal as well as external clients to answer licensing and plan questions with high expectations to maintain positive feedback</p> <p><b>Licensing Workflow Coordinator – May 2012 – December 2012</b></p> <p>Scanning prep was completed on a daily basis to ensure quality for audit trails</p> <p>Processing new bank partner paperwork, terminations and license adds to the system for use by the Broker Services and Licensing Coordinators</p> <p>Side projects such as annual policy holder statement processing as assigned</p> <p><b>Starbucks Barista – King Soopers – 2008 – 2012</b></p> <p>AST certified</p> <p>Held meetings with corporate internal clients from Starbucks</p> <p>Reported weekly ELMS hour usage, customer capture ratio and scheduling needs</p> <p>Meeting and exceeding sales goals of \$5,000 a week by administering exceptional customer service and passing acquired skills and techniques to new employees</p> <p><b>Jamba Juice Assistant Manager – Safeway – 2007 – 2008</b></p> <p>At the age of 16, I was selected to be an assistant manager of a brand-new Jamba Juice store inside a newly built Safeway, chosen above 9 other candidates applying for the position</p> <p>Write orders using sales forecasts</p> <p>Compile schedules weeks in advance to meet employee requests as well as business needs</p> <ul style="list-style-type: none"> <li>• Process paperwork and provide store manager with reports on a weekly basis</li> </ul>
<p><b>Education</b></p>	<p><b>Arapahoe Community College – 2012- 2015 – AAS – Business Administration</b></p> <p><b>Completion of the following trainings and certifications:</b></p> <ul style="list-style-type: none"> <li>• Payroll Law Seminar – January 2020</li> <li>• PHR Certification in process – Will take exam 2/2021</li> <li>• Employment Law – December 2020</li> <li>• Introduction to HR – October 2019</li> </ul>
<p><b>References</b></p>	<p><b>Debi Tunson</b>  Recruiting Manager at Karcher North America  720-646-0609</p> <p><b>Tim Corle</b>  Director of Legal at Karcher North America  timrcorle@gmail.com</p> <p><b>Lauren Choate</b>  EVP of HR at Karcher North America  303-868-0864</p>