

KONI HAYES

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PROFESSIONAL SUMMARY

Highly accomplished office operations and accounting manager with 20+ years of comprehensive experience managing full-cycle financial and administrative operations for small-to-midsize businesses. Expertise in QuickBooks (AR/AP), GAAP compliance, sales tax filing for 30+ jurisdictions and streamlining inventory/ billing processes. Proven record of accomplishment in optimizing office efficiency, managing cash flow and cultivating strong vendor/customer relationships.

CORE COMPETENCIES

Accounting & Financial

Full-Cycle Bookkeeping

Accounts Receivable-EFT, ACH and Checks

Payroll & HR Support

Notary Public

Software & Technical

QuickBooks (AR/AP/Reporting)

Microsoft Office

Factor Software

Check Scanner

EXPERIENCE

Sam Hill Oil | Brighton, CO

Accounting Department | January 2024 – Present

- Managed high-volume financial transactions, utilizing Factor software to accurately invoice deliveries and process payments via EFTS, ACH and checks.
- Ensured 100% compliance by accurately reviewing and reconciling delivery driver's paperwork and end-of-day cash transactions across rotating shifts.
- Delivered superior customer service to high-value delivery accounts in-person, via phone and email, promptly resolving order and billing issues.

Load to Ride | Commerce City, CO

Weekend Dispatcher | July 2023 – February 2024

- Coordinated logistics for incoming and outgoing freight loads by managing communication between brokers, drivers and dock supervisors.

Speedy Foods, LLC | Commerce City, CO

Office Manager | August 2018 – September 2023

- Managed Accounts Receivable (AR), overseeing billing, collections.
- Utilized QuickBooks to manage all financial records and created production builds for accurate inventory and cost tracking.
- Oversaw end-to-end customer order fulfillment, including processing, logistics, shipping/receiving and managing complex FedEx priority overnight frozen deliveries with dry ice.
- Supervised daily office operations, optimizing workflows and improving efficiency between sales, production and distribution teams.

Lockett Refrigeration | Brighton, CO

Office Manager | December 2013 – December 2017

- Managed all financial compliance, including full-cycle bookkeeping, payroll and sales tax filing.
- Developed and implemented an optimized inventory system by successfully translating vendor part numbers to manufacturer part numbers, significantly reducing parts ordering errors.
- Spearheaded all correspondence, scheduling of service/installation calls and invoicing, maintaining superior customer service.
- Managed the end-to-end equipment acquisition process, including creating estimates, ordering and coordinating delivery to customers.

EARLY CAREER HISTORY

Office Management and Administrative Roles | 2011-2013

Earlier experience includes managing full-cycle accounts receivables/payables, generating financial reports and overseeing customer order fulfillment.

EDUCATION

Hamilton's Business College | Mason City, IA
Accounting program

SCI Training | At Home Study Course
Accounting, Funeral Home Admin and Construction Management