

# Lori Larocque

Naples, FL 34120

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## Work Experience

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### **Bookkeeper/Logistics Support/Order Processing**

Bang and Soderlund Trading, Inc. - Bonita Springs, FL

April 2021 to April 2022

Processed orders for cheese and cracker purchases between the UK and the US, using QuickBooks Online. Entered income and expenses for several other companies using QuickBooks Desktop. Processed packets for cheese purchases between customs brokers and license holders. Processed customs documents to generate Sales in Transits, and processed Bill of Ladings. I also monitored containers coming into the US port, that were transported to the distribution center to be sorted for customer pickup or delivery. Processed warehouse releases for cheese orders, and entered orders into the IMS database. Put together FSVP manuals for over 15 companies, and reconciled bank accounts for the Fine Cheese Company in the UK. Employment began on a part-time hourly basis, then led to a full-time salaried position.

### **Assistant Production Manager/Xactimate Estimator**

Roof Revolution, Inc - Naples, FL

January 2019 to December 2021

Responsibilities included part-time bookkeeping services using Quick Books Pro and Contractor's Cloud software. I was promoted to production where my organizational skills, ability to implement processes and procedures, and departmental restructuring was needed. Successfully, I achieved the primary goals by implementing the use of work orders and purchase orders, creating a job board showing all of the phases of production, as each job moves through the process; improved communication between the production manager and project manager on the status of material orders, customer relations, scheduling of subcontractors, production related issues, job cost analysis, and permitting. I then carried out these implementations working hand- in-hand with the field project manager. Other responsibilities included ordering roof sketches and generating estimates, supplements, and final invoices using Xactimate. I also dealt with homeowners and insurance adjusters as necessary for issues pertaining to the scope of work and scheduling. Working as an independent estimating specialist, I continued to work for Revolution, Inc.

### **Assistant to Operations Manager**

Elite Roofing and Restoration, Inc - Naples, FL

June 2018 to January 2019

Employment with this company began with assisting the owner in daily office operations while training for the roofing industry using the online SVG University training platform. I received certifications in accounts receivable, marketing, canvassing, sales processing and production management. I was also trained to use Xactimate for residential and commercial re-roof estimates, and permitting. During this time, I also re-entered college to earn a Bachelor's Degree in Business Administration to include a Project Management Certificate.

## **Office Manager/Bookkeeper**

Guardian Technologies of SW Florida - Naples, FL  
February 2011 to May 2015

Office Manager/Bookkeeper Better Hearing Centers - Bonita Springs, FL September 2007 to January 2010

Managed seven hearing center locations. I was responsible for ordering and maintaining inventory, processing accounts receivable, accounts payable, payroll, scheduling patient's appointments, and processing patient financing applications. I was also responsible for the maintenance and repairs of all office buildings and equipment, hiring new employees and implementing and carrying out new processes and procedures.

## **Office Manager/Bookkeeper**

Bluewater Engineering - Naples, FL  
January 2004 to September 2007

- Maintained and supervised office operations
- Communicated with clients
- Supervised office staff
- Managed payroll
- Supported and trained staff
- Maintained office efficiency by organizing operations and procedures
- Processed daily transactions
- Maintained office supply inventory
- Fulfilled clerical activities

## **Production Manager/HVAC Apprentice**

Farrill's A/C and Appliance - Naples, FL  
June 2000 to January 2005

- Scheduled crews for new installation, change outs, service, and maintenance
- Prepared estimates
- Created and processed material purchase orders and work orders
- Managed fleet trucks, for regular maintenance, tires, safety, tags, and insurance
- Maintained inventory (purchasing)
- Sales for maintenance contracts, change outs
- Technician Apprentice if needed
- Customer Service, bookkeeping, and administrative duties

## Education

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### **Bachelor's in Business Administration**

University of Phoenix - Phoenix, AZ  
June 2010 to Present

### **Associate**

Psychology University of Phoenix - Phoenix, AZ  
July 2018 to January 2019

## Skills

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- Accounting
- Cost accounting
- Budget
- Claims
- Quickbooks
- Payroll
- Xactimate
- Estimating
- Maintenance
- Scheduling
- Customer service
- Microsoft office
- Outlook
- Word
- Claims processing
- Roofing
- Restoration
- Operation
- Construction Experience
- Construction Estimating
- Project Management
- Time Management
- Excel
- Microsoft Word
- Software Troubleshooting
- Supervising Experience
- Microsoft Powerpoint
- Bookkeeping
- Administrative Experience
- Drafting
- Microsoft Outlook
- Word Processing
- Leadership Experience
- Marketing
- Retail Sales
- Retail Management
- Project Scheduling
- Schedule Management

- Microsoft Project
- Auto Estimating
- Microsoft Excel
- Telecommunication
- Data Entry
- Clerical Experience
- Typing
- Production Management
- Purchasing
- Revenue Management
- Research & Development
- Accounts Receivable
- Production Management
- Research & Development
- Purchasing
- Revenue Management
- Office Management
- Account Reconciliation
- Office Manager Experience
- Google Suite
- Accounts Payable
- Financial Report Writing
- General Ledger Accounting
- Management
- Merchandising
- Process Improvement
- Spanish
- Journal Entries
- Analysis Skills
- Sage
- Restoration Industry Experience
- Profit & Loss
- Computer Networking
- Tax Experience
- Bank Reconciliation
- Front desk
- English
- Computer literacy
- Forecasting
- Accounting software

- Negotiation
- Debits & credits
- Water Damage Restoration
- Pricing
- Leadership
- Salesforce
- ProCore Xactimate
- Restoration
- Operation
- Roofing
- Microsoft Office
- Acculynx
- Contractor's Cloud
- Master Builder
- Team Management
- Claims Processing
- Customer Service
- Accounting
- QuickBooks
- Analysis Skills
- Notary Public
- Payroll
- Psychology
- Implementation
- Research & Development
- Cost Accounting Standards
- Revenue Management
- Estimating
- Scheduling
- budget
- Word
- Sales
- Outlook
- Maintenance
- Training and Leadership
- Research and Development
- possess outstanding organizational communication and structural skills.

## Certifications and Licenses

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**Certified Project Manager**

**Certified Notary Public**

## Assessments

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**Managing accounts in QuickBooks — Highly Proficient**

April 2022

Using QuickBooks software to manage business financials

Full results: [Highly Proficient](#)

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