

RYAN MCFARLAND

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SUMMARY OF QUALIFICATIONS

Highly motivated and detail-focused, with an exceptional track record of accurately handling administrative reporting and financial transactions, with an emphasis on the highest level of customer service. Self-motivated, with exceptional interpersonal, communication, and organizational skills. Excellent problem-solving abilities using initiative and persistence, and always maintaining integrity and loyalty.

- Over 15 years of experience in customer driven businesses, with an unwavering commitment to client service.
 - Skilled in all aspects of recording transactions, posting debits and credits, reconciling accounts, accruals and reversals and ensuring accuracy and completeness of data.
 - Proficiency in accounts payable, accounts receivable, payroll and pricing.
 - Ability to identify and implement improvements to streamline processes and increased efficiency and productivity.
 - Excellent computer skills. Proficient in Microsoft Word, Microsoft Excel, Microsoft Outlook, Thomson ONE, ADP, E-Time, Logos and able to learn proprietary systems and applications quickly and easily.
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Skill Proficiencies

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|--|-----------------------|-------------|
| • Client Service Statements | • Human Resources | • Financial |
| • Financial Planning Reconciliations | • Budget Preparation | • |
| • Prospecting/ Client Cultivation Processing | • Process Improvement | • Payroll |
| • Accounts Payable Ledger | • Accounts Receivable | • General |
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PROFESSIONAL EXPERIENCE

Olive Garden-Rochester, MN
present

2018-

To-Go/Catering Specialist

Work in a team-oriented, high volume, fast paced, guest-centric environment to deliver exceptional customer service. Greet guests, in person and on the phone, in a warm and friendly manner; making them feel welcome and appreciated. Use product knowledge to describe food and beverage items and any questions the guest may have. Assembles prepared food and condiments according to Olive Garden standards. Checks prepared orders for accuracy and reviews order with

guest in person. Use product knowledge to suggest catering options for large group orders. Reconcile cash at business close and make needed bank drops.

Key Contributions:

- Demonstrated flexibility and adaptability to meet demands of customers and order volume.
- Created an excellent relationship with customers to improve our overall level of customer service.
- Excellent communication skills, verbal and written.
- Excellent human relations and interpersonal skills
- Excellence and confidence within a fast-paced environment.

LiveOps-Scottsdale, AZ

2016-present

Independent Call Center Agent

Developed highly empathetic client relationships and skills needed for exceeding sales goals. Achieved high sales percentage with consultative, value-focused customer service approach. Resolved product/policy issues and shared benefits of new technology. Guaranteed positive customer experiences and resolved all customer complaints. Executed outbound calls to existing customer base resulting in % increase in sales. Regularly sought opportunities to up sell and add on additional merchandise.

Key Contributions:

- Demonstrated flexibility and adaptability to meet demands of customers.
- Created an excellent relationship with customers to improve our overall level of customer service.
- Excellent communication skills, verbal and written. Excellent human relations and interpersonal skills
- Excellence and confidence within a fast-paced environment.

**United Way of Mower County- Austin, MN
2015**

2015-

Administrative Specialist

Perform clerical functions such as preparing correspondence, receiving visitors, arranging conference calls, and scheduling meetings and taking minutes. Prepare invoices, reports, memos, letters, financial statements and other documents, using word processing, spreadsheet, database, or presentation software. Receive and interact with incoming visitors, represent the United Way in a positive and professional way. Provide friendly customer service including answering phone calls and questions from key stakeholders. Perform daily bookkeeping tasks including bank deposits and credit card processing. Prioritize and manage multiple tasks simultaneously, implementing and completing projects within stated timelines

Key Contributions:

- Adherence to strong rules and regulations defined by IRS for non-profit organizations Adherence to strong rules and regulations defined by IRS for non-profit organizations
- Excellent communication skills, verbal and written. Excellent human relations and interpersonal skills.

St. Theodore Parish- Albert Lea, MN

2012- 2015

Director of Finance and Human Resources

Record weekly collections and other cash receipts. Maintain donor records. Prepare payroll, perform state and federal payroll filings. Update the payroll system accordingly. Prepare financial reports and profit & loss statements. Maintain accounting records. Perform balance sheet and other reconciliations as necessary. Reconcile diocesan savings accounts with parish records. Reconcile vendor accounts with parish records. Oversee all financial aspects of the church and school, including fundraisers and weekly collections. Maintain employee files with related payroll documentation. Process payments to vendors and maintain vendor records. Prepare annual financial reports. Ensure existence of verifiable audit trail for all financial transactions.

Key Contributions:

- Adherence to strong rules and regulations defined by the Diocese of Winona
- Adherence to strong rules and regulations defined by IRS for non-profit organizations
- Administer bookkeeping for St Theodore Church, Cemetery, and P.S.A., Church of St James, and St James Cemetery, and St James CCW.
- Excellent communication skills, verbal and written. Excellent human relations and interpersonal skills.

Ameriprise Financial- Rochester, MN

2008 - 2012

Client Service Manager

Prepare correspondence for advisor signature. Copy and track all client and practice materials including business correspondence. Copy and follow-up with home office on related issues. Schedule client appointments and prepare agendas/ forms for appointments. Conduct client appointment reminder calls and check-in calls on follow up items. Perform other allowable duties as assigned by the financial advisor. Assist financial advisor in all aspect of client service. Greet clients upon arrival and extend hospitality to clients. Set up and maintain client management system. Document client contacts/calls. Track client special events and make appropriate contact per established client contact model

Key Contributions:

- Created a client "love" list, commemorating special events and birthdays.

- Adherence to strong rules and regulations defined by the advisor, compliance department and FINRA.
- Implemented new internal forms and processes to streamline meeting preparation.
- Implemented new internal forms and processes to streamline financial planning.

**Lake Zumbro Partners and Ironwood Homes, Inc-Rochester, MN
2006 - 2008**

Office Coordinator/Residential Job Site Coordinator

Manage all office duties on a daily basis. Ensured timely payment of all bills. Managed and scheduled all appointments for owner. Filed quarterly payroll taxes. Work in conjunction with account to complete year end taxes in a timely manner. Any miscellaneous office duties as assigned. Entered and verified all deposits. Manage all residential new construction projects. Create sworn construction statements, utilizing written bids from a variety of subcontractors. Submit sworn construction statements to financial institution to establish a line of credit. Work on conjunction with draftsman to create blueprint and site plan. Submit completed blueprint and site plan to zoning department. Coordinate all aspects of home building process with the appropriate subcontractors. Ensure timely completion of all scheduled work. Verify final invoices with initial bid and investigate any discrepancies. Visit all job sites in a weekly basis to verify progress. Determine any color schemes for model homes. Choose cabinets, flooring, lights, siding, shingles, paint colors, etc. for any model homes. Ensure buyers for pre-sold homes are on schedule for any choices they need to make (cabinets, flooring, lights, siding, etc.). Submit final costs and sworn construction statement to closing company prior to closing.

Key Contributions:

- Created new filing system to increase accuracy and ease of access.
- Improve process for creating bids that allowed us to streamline the bid process and adapt to customer's timeframe.
- Created a list of "core" subcontractors which increased our productivity and profitability.
- Increased communication between subcontractors and builder to ensure timely completion of projects.

**JJ Taylor Distributing Co of MN - Arden Hills, MN
2004-2006**

Accounting Supervisor

Managed all financial transactions, posting debit and credit memos, posting general ledger journal entries, producing financial statements, and recording all transactions. Reconcile bank statement on a daily basis. Oversaw 3 full time and 2 part time employees. Completed quarterly goal analysis and performance tracking items with employees. Created and filed appropriate tax returns. Balanced and created general ledger reconciliations on a monthly basis. Prepared management reports and financial statements. Prepared monthly pension spreadsheet. Assisted in interview and hiring process for a variety of

positions within the company. Researched and resolved disputes with the department and/or company. Completed an internal audit of invoices and payroll on a quarterly basis. Completed harassment training on a yearly basis.

Key Contributions:

- Supported a significant increase in productivity levels by streamlining accounting processes.
- Created a Customer Service training module which we utilized in our front desk and tell-sell positions
- Successfully completed a company created "Great Manager" program.
- Served as back up for the front desk coordinator, accounts payable, accounts receivable, pricing analyst, payroll, inventory manager and settlement clerk.
- Implemented a quarterly internal audit program. Successfully completed Internal Auditing course through MIS Training Institute.

**JJ Taylor Distributing Co of MN - Arden Hills, MN
2001-2004**

Pricing Analyst

Created price letter utilizing information received from individual breweries. Created marketing invoices on a monthly basis. Answered pricing questions from internal and external customers. Created sales reports for sales department on a daily, weekly, monthly, quarterly and yearly basis. Created and managed incentive trackers for the sales department. Verified prices to each account on a daily basis to ensure accuracy. Submitted sales and pricing to each brewery on a weekly or monthly basis. Ensured timely payment of marketing invoices and price promotions. Posted debit and credit entries.

Key Contributions:

- Improved processes for entering pricing, which created a more accurate price system.
- Excelled within a fast-paced environment, continually taking on increased responsibilities.
- Created a list of pricing errors, which allowed us to correct errors and increase our profits.

**Town's Edge Properties - Brooklyn Park, MN
1998-2001**

Accounts Payable Clerk

Coded invoices with correct general ledger account. Post invoices on a daily basis. Ensure timely payment of accounts payable invoices. Process check run on a weekly basis. Research and resolve accounts payable questions. Balanced capital improvements on a monthly basis.

Key Contributions:

- Demonstrated talent for quickly learning new tasks.

- Created an excellent relationship with our vendors to improve our overall level of customer service.

EDUCATION

Liberal Arts, Riverland Community College
Graduation Date: May 2013

Bachelor of Science in Accounting, Bemidji State, Center for Extended Learning
Expected Graduation: May 2019

Bachelor of Science in Human Resources Management, Metropolitan State University
Expected Graduation: May 2019

VOLUNTEER/COMMUNITY

- Accountant, Rachel's Hope
- Secretary, Banfield Elementary PTC
- Book Fair Coordinator, Banfield Elementary PTC