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Key Qualifications

Customer Service Focused
Over 20 years of multi-faceted experience

Goal Oriented
Proactive

Work Experience

OKI Data Americas

January 2018 to present

- Senior Accounting Specialist – Accounts Receivable and Accounts Payable
- Cash Management Assistant
 - ❖ Accounts Receivable – MAIN FOCUS OF RESPONSIBILITY
 - AR Daily Cash Reports for US and Canada
 - Pulling lockbox details/copies of checks
 - ACH and wire details
 - General Ledger cash postings
 - Posting of receipts for US, Canada, Mexico and Latin America – monthly average of \$12 million
 - Remote Deposit processing and posting
 - Credit card payment posting and reports for daily receipts in PayPal
 - Daily Invoice Printing for US, Canada, Mexico and Latin America customers
 - Processing of miscellaneous credits and invoices for customers
 - Working with Sales and Support staff on issues with invoices
 - Research on customer payments
 - Training of new employees on all AR processes
 - ❖ Accounts Payable
 - AP Daily Cash Report
 - Invoice and credit memo entry for US and Canadian vendors
 - Entry of invoices against a purchase order
 - Entry of garnishment and insurance payments for payroll
 - Weekly check runs for US and Canada
 - Processing of warranty payments
 - Creation of check registers
 - Creation and upload of bank files for Positive Pay
 - Sealing and mailing of checks
 - Exception research and processing upon bank notifications
 - Weekly ACH payment runs for US
 - Posting of wire payments
 - Urgent/Rush checks
 - Vendor set up and updating
 - Working with vendors on payment issues
 - Research on invoice status
 - Training of new employees on all AP processes
 - ❖ Cash Management Assistant
 - Cash Balance Report maintenance based on bank reports
 - Work with Accounting Manager on correct bank balances, withdrawals, and deposits on all bank accounts for the company – US and Canada

Aimbridge Hospitality

January 2017 to October 2017

Promotion as of March 2017

- Corporate Accounts Payable Supervisor
 - Team of 2 full time employees and 2 intern positions.
 - Coordination of all invoice and expense report processing for 9 corporate entities
 - Daily Demand/Rush check processing
 - Twice weekly expense check run
 - Weekly check run for corporate payables for 9 corporate entities
 - Weekly and monthly reports for property bill back and month end close
 - Posting of property bill back invoices
 - Work with vendors to resolve invoice issues
 - Interface with corporate executives regarding payments to be processed
 - Research on overdue/problem invoices, incorrect vendor payments
 - Void and reissue of checks
 - Approval of invoices and supplier/vendor set ups
 - JDE training on the Accounts Payable side

- Pillar Hotels and Resorts was purchased in Aimbridge Hospitality in January of 2016. As of January 2017, the companies have merged and are known as Aimbridge Hospitality.
 - Position and responsibilities same as listed below.

Pillar Hotels & Resorts

December 2013 to January 2017

- Team Lead/Training – Property Accounts Payable
 - Back up for the AP Manager
 - Weekly ACH payments
 - Weekly check runs
 - Training of new employees in the department
 - Training of AP system and procedures for new General Managers and Assistant General Managers of hotels
 - Customer Service to Accountants, vendors, general managers and other hotel employees via email and telephone contact
 - Weekly invoice processing for 40 hotels that are managed by Pillar
 - Correction of exception, incomplete and incorrect invoices
 - Issue payment to hotels for expense reports and petty cash vouchers
 - Rush checks and tax checks
 - Corporate expenses
 - Vendor payments via ACH and check
 - Research on overdue/problem invoices, incorrect vendor payments
 - Void and reissue of checks
 - Approval of invoices and supplier/vendor set ups
 - Support of team and manager when absences or for special projects

Sabre Holdings, Inc.

Subject Matter Expert (SME) for Travelocity Supplier Payables

December 2011-December 2013

- Provide oversight and direction for the outsourced Paper Invoice Team (5 agents)
 - Payment review and approval of approximately 1,000 invoices totaling \$2M weekly
 - Quality Control review for accurate and appropriate reason code application
 - Ensure Service Level Agreements are being met
 - Coach and counsel agents
 - Metrics Analysis and Presentation
 - Special Projects/Research
- Provide oversight and direction for the outsourced Virtual Payment Collection Team (3 agents)
 - Coach, counsel and support agents in collection procedures
 - Code incoming checks
 - Business Process owner for Get Paid collection tool
 - Quality Control review for appropriate responses and response times
- Support lastminute.com
 - Price Variance approvals
 - Hotel refund approvals
 - Daily forecasting of American Express Virtual Card Payments
 - Annual charge volume of \$250M

EDUCATION

Stephen F. Austin State University, Nacogdoches, TX

Bachelor of Science in Home Economics

PROFESSIONAL SKILLS

Word – Intermediate to Advanced User

Excel – Intermediate to Advanced User

Power Point

BirchStreet

JD Edwards

Concur

Lotus Notes

Quicken/Quickbooks

Milo – proprietary software

Various customized and proprietary software applications

Outlook

Power Point

Publisher

Broadvine

SAP

PayPal/Paymetric