

# Sarah Crouse

815 38<sup>th</sup> Street ♦ Evans, CO 80620 ♦ (970) 371-7525 ♦ sarah.crouse714@gmail.com

## Objective

*Office position that will allow me to demonstrate organization, customer service, communication, and project management skills grown over 18 years of experience.*

## Profile

Motivated, personable business professional with a college degree and a successful 18-year track record of increasing efficiency. Talent for quickly mastering technology. Diplomatic and tactful with professionals and non-professionals at all levels. Accustomed to handling sensitive, confidential records. Demonstrated history of producing accurate, timely reports.

Flexible and versatile - able to maintain a sense of humor under pressure. Poised and competent with demonstrated ability to easily transcend cultural differences. Thrives in deadline-driven environments.

## Skills Summary

♦ Accounts Payable	♦ Accounting	♦ Report Preparation
♦ Bookkeeping	♦ Accounts Receivable	♦ Supplemental Instruction
♦ QuickBooks	♦ Reconciliation	♦ Professional Presentations
♦ Written Correspondence	♦ Computer Savvy	♦ DOT Regulations
♦ General Office Skills	♦ Customer Service	♦ Medical Experience
♦ Payroll	♦ Scheduling	♦ Organization

## Professional Experience

### COMMUNICATION

- ♦ Prepared complex reports for engineers and construction companies, ensuring full compliance with agency requirements and tight deadlines.
- ♦ Completed training manual for product testing.
- ♦ Designed and delivered a series of classes for large communications company and associations, providing information on new technology and policy changes.
- ♦ Helped create email correspondence sent to all employees for the purposes of voluntary time off as well as requests for schedule changes.
- ♦ Communicated medical concepts to patients using layman's terms to facilitate understanding.
- ♦ Rapidly learned and mastered varied computer programs; including the use of eWFM, RTA Windows, Kronos, TMW Applications and Citrix.
- ♦ Created a video to promote a new product to interested customers resulting in several inquiries and sales.

### ACCOUNTING

- ♦ Handled invoicing in a timely manner, while also following up on unbilled reports to reduce unbilled amounts by \$20,000.
- ♦ Completed bi-weekly payroll, quarterly and annual payroll taxes for more than 500 employees.
- ♦ Compiled financial reports for company owners.
- ♦ Organized, copied and input information into UltraTax for business and individual tax returns.
- ♦ Notary Public

### CUSTOMER SERVICE/PROBLEM SOLVING

- ♦ Responsible for front-office operations and provide impeccable customer service:
- ♦ Handled customer inquiries and concerns with ease and professionalism.

# Sarah Crouse

---

- ◆ Worked closely with a well known member of the community and his clients, ensuring correct handling of insurance accounts and assets as well as all investment interests.

## Employment History

RICK L SPONAUGLE CPA LLC - Greeley, CO  
Bookkeeper 2013 to 2016

RED LINE HEATING AND COOLING - Loveland, CO  
Administrative Assistant 2013 to 2013

JBS CARRIERS - Greeley, CO  
C/O APPLE ONE EMPLOYMENT AGENCY  
Billing Specialist - 2012 to 2013

NORTHWESTERN MUTUAL FINANCIAL NETWORK - Fort Collins, CO  
Administrative Assistant 2009 to 2010

GROUND ENGINEERING CONSULTANTS, INC. - Loveland, CO  
Administrative Assistant 2007 to 2009

- Prepared complex reports for engineers and construction companies, ensuring full compliance with agency requirements and tight deadlines.

PROMATS ATHLETICS - Fort Collins, CO  
Administrative Assistant 1999 to 2007

## Education

INSTITUTE OF BUSINESS AND MEDICAL CAREERS - Fort Collins, CO  
Associates of Applied Sciences, 2008 GPA: 3.69/4.0  
Member of the ABK Honor Society since 2005.  
Graduated on Dean's List.  
Received President's List and Dean's List certificates every term.

## CAREER READY COLORADO GOLD CERTIFICATE

The Career Ready Colorado Gold Certificate is based on WorkKeys®, a national workforce development system that provides a direct comparison of the skills an individual possesses with the skills needed to perform a job. The holder of the certificate has obtained at least a Level 5 on the three WorkKeys® assessments shown below. The Gold Certificate indicates achievement of career readiness skills at a level required by approximately 90% of all jobs profiled nationally through the WorkKeys® system. The certificate holder has mastered skills leading up to and including the following:

#### APPLIED MATHEMATICS (Level 5 - GOLD)

- Decide what information, calculations, or unit conversions to use to solve the problem
- Look up a formula and perform single-step conversions within or between systems of measurement
- Calculate using mixed units (e.g. 3.5 hours and 4 hours 30 minutes)
- Divide negative numbers
- Find the best deal using one and two-step calculations and then comparing results
- Calculate perimeters and areas of basic shapes (rectangles and circles)
- Calculate percentage discounts or markups

#### READING FOR INFORMATION (Level 7 - PLATINUM)

- Figure out the correct meaning of a word based on how the word is used
- Identify the correct meaning of an acronym that is defined in the document
- Identify the paraphrased definition of a technical term or jargon that is defined in the document
- Apply technical terms and jargon and relate them to stated situations
- Apply straightforward instructions to a new situation that is similar to the one described in the material
- Apply complex instructions that include conditions to situations described in the materials

#### LOCATING INFORMATION (Level 5 - GOLD)

- Sort through distracting information
- Summarize information from one or more detailed graphics
- Identify trends shown in one or more detailed or complicated graphics
- Compare information and trends from one or more complicated graphics