

Chelsey Graham

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“Chelsey **leads the organization** in looking for ways to **improve quality** and **promote quality awareness.**”

“Chelsey is a **role model** because of her **dedication** and **commitment to excellence.**”

“Chelsey is an **exceptionally fast learner** and able to **quickly put new skills to use.**”

Employee Performance Evaluation Comments | Current Supervisor, P. Boyd | Feb. 2015

Office Management ▪ Leadership & Sales Team Support ▪ Accounting

Database Oversight ▪ Compliance & Confidentiality Adherence ▪ Customer Greeting & Assistance
Data Entry ▪ Document Integration ▪ Meeting Minutes ▪ Scheduling ▪ Proof-Reading

PROFESSIONAL EXPERIENCE

IMAGING TECHNOLOGIES SOLUTIONS, INC. (ITS) ▪ Jacksonville, FL ▪ **Feb. 2009 to present**

Business Manager (BM) ▪ Sept. 2013 to present

Hyper-organized work style helped earn promotion to managing day-to-day general office needs while neurosis for details and talent for numbers helped earn top rankings for accounting accuracy and outcomes.

General Office Management & Support

- Developed shared server (SS) resources, assigned permissions and created and delivered process training modules to speed up project turnaround time, eliminate double entry, increase accountability and consistency and drastically reduce admin time spent following up on client project and billing inquiries.
 - SS log of pricing details for 500+ clients reduced average quarterly billing errors by 93% by Q3 2015.
 - Sales team SS access to posted invoices perpetuated a nearly 4-fold decrease in paper invoicing.
 - Adoption of PO log for SS enabled leadership quicker access to the info they needed to make decisions.
 - Project log on SS allowed multiple shifts of employees to quickly pick up where previous shift left off.
- Initiated a paperless filing system that reduced searching time and decreased paper waste and expense.
- Empowered the sales team to do the best job possible by documenting their admin tasks, such as expense, electronic invoice and job ticket processing, before delivering a detailed PowerPoint presentation.
 - As errors and wasted time decreased, sales team moral and office productivity increased.

Accounting

- As part of monthly A/P duties, see that \$250K to \$500K in invoices are correctly coded to reconcile and submit accurate month-end PO logs to the corporate finance department on time, every time.
- Transformed billing and collections processes to improve on the previous business manager's (BM) days sales open (DSO) average of 81.8 to a personal average of 56.3.
 - After consistently ranking 1st or 2nd for DSO out of 26+ BMs nationwide, and being asked by other BMs how this was being achieved, shared processes and tools now adopted by several branches.
- Based on accuracy in processing 50 to 60, or up to \$350K each month worth of inter company transfers (ICTs), created an ICT training module to aid other site's BMs in completing this task more efficiently.
- Tweaked spreadsheets and merged A/P and PO logs to lower processing time by 2 hours per week.
- Implemented a petty cash tracking system that lowered discrepancies by 81% after just 3 months.
- By managing A/R so that P&L reports are flawless, perpetuate precise budget and projection development.

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Customer Service Representative (CSR) ■ July 2010 to Sept. 2013

Provided exceptional support to the account executive responsible for nearly 80% of the office's production, which meant overseeing 290 to 300 client projects per month.

- As part of managing 40 to 50 clients simultaneously, with up to 10 projects each, met and spoke with clients to obtain accurate job specs before submitting work orders to the production staff.
 - Made sure that technicians completed jobs according to strict guidelines before entering billing data into the system and delivering completed jobs and invoices on schedule every time.
- Thrived at maintaining order and organization in an environment with constantly changing workflows.
 - Based on skill at role, selected to oversee the work of 2 other CSR's to make sure that their projects were properly completed and to train all new CSRs, account executives and project managers on internal systems and policies.

Imaging Specialist ■ Feb. 2009 to July 2010

Applied fanatical attention to detail to prepping, scanning, quality checking and back prepping documents being formatted for digital client delivery.

- Carefully read and followed instructions, asking questions whenever they were not crystal clear, to ensure that client orders were completed according to strict parameters and guidelines and within designated timeframes.
 - By tenaciously managing multiple projects simultaneously, efficiently and to the highest quality standards, was assigned to lead quality control over the work of others after just three months.

AWARDS

Dare to Inspire Award Winner ■ Category: Went Above & Beyond ■ 2013

- Earned employee-nominated award for extraordinary efforts above and beyond normal job duties to gain recognition as "a loyalist who excels in service and professionalism."

TECHNOLOGY

Microsoft Word ■ Excel ■ PowerPoint ■ Outlook ■ Publisher ■ Navision ■ Adobe Acrobat

Avery DesignPro ■ IPro ■ Concur Expense Solutions ■ DataCert ■ TyMetrix ■ CSC ■ ADP

- Having to quickly learn new systems for each role promoted into proves that if it's a web-based application or software, then I have what it takes to figure it out to maximize its use.

The 5-Star Google Review this client posted tells the story of this resume:

*I was told multiple times during interviews that I was **picked out of the haystack of hundreds of resumes because they loved how the info was conveyed.** Melanie has a true talent for drawing out, highlighting and compacting info employers are looking for. **Her process also helped me interview better** because she pushed me to dig down and tell her how the work I had done translated into workplace value.*

*She made me feel and sound so much like a rock star that I was actually **called in to interview for a position even though they received my resume AFTER they had hired someone else** for the role. They told me that my resume stood out so strong that when they decided to replace their new hire, I got the call to interview - and I got the job.*

*I will keep recommending Melanie because **I had no idea the difference working with her would make** until I hired her, so hopefully you will do the same.*