



# JESSICA CARROLL

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## **Experienced Accounting & Admin Professional**

Ocean Springs, MS 39564

OoJessycaoO@yahoo.com

850-625-0660

Some skills in which I possess that may be of great use to your company are as follows: management experience, many years of dealing with cash handling/sales/deposits, excellent oral & written communication skills, professional phone etiquette, extremely detail oriented, ability to type 40+ wpm, data entry, documentation, experienced in a warehouse setting, experienced in a call center setting, accomplished customer service training, experienced in operating all general office machinery & very computer literate including Microsoft Excel, Office, Outlook & Word as well as accounting & inventory software. I possess a current MS Gaming Permit.

Authorized to work in the US for any employer

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## **WORK EXPERIENCE**

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### **HEAD OF ADMIN & ACCOUNTS PAYABLE/RECEIVABLE SPECIALIST**

#### **Classic Restoration / Classic Carpets Plus Colortile**

February 2016 to September 2019

Operating Sage 50 Accounting & RFMS Flooring Software Integrate to accomplish accounting requirements & properly maintain all Clientele records for Classic Carpet Cleaners, Classic Carpet Flooring & Classic Restoration. Data entry, billing, collections, reconciling credit card statements, reconciling vendor statements, bank deposits, entering invoices, issue & disbursement of checks, issuing statements, scheduling appointments, payroll, claims, inventory, commission sheets, weekly & monthly reports & assisting all departments whenever needed. Promoted to Head of Clerical for our Restoration Division.

### **ASSISTANT MANAGER**

#### **AAAA Self Storage/Nicholson Groups**

September 2014 to July 2015

Open & closure of the Office, Leasing Specialist, check in & out of Tenants, posting payments, reservations, phone inquiries, facility tours, unit inspections, facility maintenance, collections, inventory, purchase orders, data entry, daily reports, weekly reports, deposits, balancing cash drawer, marketing & U-Haul rentals.

### **BAR MANAGER/ASSISTANT GM**

#### **Doodle's Place**

April 2012 to May 2014

Preparation and serving of food/beverages, fill in Grill Cook, Fryer Cook, Baker, running several registers when sales of various goods are made, hiring of new Employees, training of new Employees, scheduling, balancing drawers, deposits,

game room payouts, stocking, inventory, waitressing, proper cleaning of glasses, dishes, utensils & kitchen/bar equipment, upkeep of facilities, proper closure, lock up and arming of the building and ensuring customer satisfaction. I acted as the General Manager of the entire business in the absence of the active General Manager.

## **RECRUITER/SENIOR ACCOUNT MANAGER**

### **Zimmermann Construction Staffing**

August 2010 to March 2012

It was my responsibility to land contracts with major construction companies Nationwide to provide their manpower on large Industrial & Commercial projects either through cold calling or qualifying my own leads. We provided both temporary and permanent placements for skilled and licensed Tradesmen. Answering inbound calls, managing my accounts, web posts, Employee & Client checkups, Quality Control, HR Bin, e-mailing & faxing out our company info, assisting Payroll with Worker's Compensation Claims & reporting Field Employee hours, conducting interviews for both Office & Field Staff, training new Office Employees, building of rapport with both Clients & Field Employees & proper open & closure of the Office.

## **STOCK ASSOCIATE**

### **Ron Jon Surf Shop**

February 2010 to May 2010

In charge of 33 reports every morning, inspection of boards, Audits, unloading trucks, unpacking- sorting-hanging-folding-tagging-censoring & preparing merchandise for the sales floor, merchandising/replenishment, recovery, back stock inventory, stepping in to relieve other Employees for their breaks, upkeep of the Stock Room which included trash removal for the store, sweeping, mopping, dusting, etc.

## **MERCHANDISER/TRUCK UNLOADER**

### **Kohl's**

February 2009 to June 2009

Unloading trucks, unpacking-sorting-hanging-tagging & preparing merchandise for the sales floor, merchandising/replenishment, recovery, registers, back stock inventory, fitting room, price changes, credit applications, customer service, display set ups and break down, selected to be a member of the Ad Set Team.

## **BARTENDER**

### **Friendly Tavern**

April 2007 to October 2008

Preparation and serving of food/beverages, running several registers when sales of various goods are made, training new employees, balancing drawers, deposits, stocking, inventory of supplies, Keno, MD Lottery, upkeep of facilities, proper closure/lock up of the building and ensuring customer satisfaction.

## **CSR/ DISPATCHER/ KEYHOLDER**

### **Bruister & Associates**

September 2004 to February 2007

Data entry in a call center setting, logging serial numbers from equipment into the database, ensuring customer satisfaction, scheduling, rescheduling, cancelations, assisting Technicians with any issues that may occur & proper open & closure of the business. Promoted to work directly with my assigned Subcontractors. Maintain contact with Techs to assist with routes, job add ons, directions, onsite issues, etc. Update Customers of delays.

## **HOTEL FRONT DESK AGENT**

### **Howard Johnson Motor Lodge**

October 2001 to March 2003

Check in & out of guests, making reservations, collecting & posting of payments, balancing my shift drawer, handling cancelations, customer service, handling phone inquiries, answered all questions the guests may have, provided guests

with information about our property & surrounding venues, wakeup calls, issuing & keeping track of equipment such as rollaway beds, notifying management of any customer complaints, inventory, upkeep of the lobby, assisted with banquets when needed & assisted the housekeeping department.

### **CSR/Sales Rep**

#### **DIRECTV**

May 2001 to September 2001

### **Cashier/Checker**

#### **Navy Exchange Country Store**

August 1999 to March 2001

### **Front Desk Clerk**

#### **Combined Bachelor Quarters**

August 2000 to January 2001

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## **EDUCATION**

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### **Diploma**

#### **Moanalua High School - Honolulu, HI**

1996 to 1999

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## **ADDITIONAL INFORMATION**

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### **Professional References**

Tura Moore (850) 867-5757

Office Manager

Classic Carpets & Classic Restoration

Teresa Manns (850) 691-5486

Clerical

Classic Carpets & Classic Restoration