

(530) 401-7797 📧 janinems1@yahoo.com

# Janine M. Chaney

Experienced financial professional with broad-based background seeks a position in finance/accounting, data entry or payroll in the Auburn area or work at home position. Proficient in payroll calculation and taxes. Core competencies include: Word, Excel and QuickBooks, keyboarding, problem solving, time management and communication.

## EDUCATION

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### **Certificate in Bookkeeping & Accounting, June 2009**

(Specializing in QuickBooks 2009 and Microsoft Office 2007)

*Occupational Skills Center (OSC) – Sacramento, CA*

### **Bachelor of Science – Secondary Education/Biology**

*Bloomsburg State College – Bloomsburg, PA*

## EXPERIENCE

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2007 - 2008

*Federal Reserve Bank*

Portland, OR

### **Customer Support Representative**

- Answered questions on check adjustments, check processing and business development
- Functioned as internal auditor
- Member of the escalation team- researching and resolving complex customer issues
- Frequent "Top Ten" call taker nationally; submitted customer tips which were chosen to be published in national newsletter

2006 - 2007

*Internal Revenue Service*

Portland, OR

### **Contact Service Representative (Grade 5)**

- Provided customer service in a call center answering taxpayer questions on individual tax law
- Trained to act as default screener for incoming calls

1991-2006

*Central Susquehanna Community Federal  
Credit Union—Formerly TRW Fed. Credit Union*

Danville, PA

### **General Manager**

- Managed a \$16M credit union; oversaw operations
- Increased overall assets by 27%, loans by 38% and capital by 15%; Decreased loan delinquency by 3%
- Accounts Payable/Receivable, collections, acted as investment, loan, human resource and compliance officer
- Supervised staff, calculated performance ratios and payroll; prepared payroll taxes and W-2's
- Maintained website; wrote policies; provided customer service
- Named in Credit Union Journal as one of the top 20 performing credit unions for member service usage

2003 – 2005

*Keystone National High School*

Bloomsburg, PA

### **Life Science Teacher**

- Taught Life Science part time online; hosted chats, graded student exams and journal activities
- Phoned students as necessary for motivation and instruction
- Offered input on curriculum development and proofread online modules to insure accuracy

1985 - 1991

*First National Bank of Danville*

Danville, PA

### **Assistant Manager**

- Oversaw day to day operations of the branch and provided customer service
- Supervised staff, acted as loan officer and teller trainer
- Scheduled employees to alleviate overtime charges and reviewed time cards
- Compiled teller training manual and wrote employee appraisals

## ACTIVITIES / INTERESTS

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Vice President-Active Job Seekers of Auburn; Volunteer-Horses for Healing; Volunteer Coordinator/Volunteer – Hospice Home