

Wanda Jones
9160 Madison Ave., #99
Fair Oaks, CA 95628
(916) 293-8448 home
(916) 628-3208 cell

Objective: Seeking employment with a company that will appreciate, utilize and enhance current expertise while providing growth opportunities as well as stability for the exceptional employee(s).

History: Approaching two decades of experience in the professional arena, cultivating expertise in a variety of administration and management operations.

Experience: Microsoft Outlook, Excel and Word, Works, A/P, A/R, civil litigation, purchase orders, coding, reconciliations, collections, ageing, deadline commitments, quality assurance, timekeeping, administration, data processing, technical writing, computer operation, DBMS, WP, customer service, statistical compilations and analysis, supervising, contract compliance and interpretation, scheduling, shipping, receiving and special expertise in all forms of communications and conflict resolution especially with escalated situations needing intervention.

Education: G.E.D. diploma; course studies, community college(s); received various in-house and out-sourced training as provided by employers to improve performance, acquire special knowledge and/or achieve expertise including DBMS and personal finance.

Awards and Recognition: Top in the office maintained over four years of employment with a third party collector (VKI). Trained supervising staff. Awarded many prizes and plaques as well as achieving regular monetary awards for superior revenue recovery. Promoted to department supervisor for a staff of 11 customer service representatives. Recognized as reliable conflict resolution resource. Responsible for quality assurance in electronic communication for a staff of 70. Ensured the employer's interests were adequately represented and maintained professional standards in written communication.

Community Involvement: Currently pursuing an interest in providing services to individuals enrolled in the "Opportunity House" of Vacaville; a resource for the homeless.

Interests: Maintain an ongoing interest in continued education in both academia and personal awareness.

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Work History:

Nelson & Kennard, Law Office
Investigations/Account Representative/Collections
2180 Harvard St. Suite 160
Sacramento, CA 95815-3314
(916) 920-2295
March 1, 2008 to September 1, 2008
Mgr: Don Kealy

California Family Fitness
Billing/Ageing/Collections
P.O. Box 2740
Orangevale, CA 95662
(916) 987-2030
October 6, 2006 to March 1, 2008
Mgr: Gayle Longridge

Pacific Staffing
Accounts Payable/Fiscal Assistant III
Sacramento, CA
(916) 925-2300
06/06 through 09/06
Temporary Assignment

American River Staffing
Lease Abstractor
Sacramento, CA
(916) 941-8276
03\06 through 05\06
Temporary Assignment

All Clear Pool and Spa
Billing Coordinator
Elk Grove, CA
(916) 686-7665
12\05 through 04\06
Mgr: Linda

Accountants Inc.
Accounts Receivable
Sacramento, CA
(916) 648-1111
08\05 through 11\05
Temporary Assignment

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Positive Return, Inc.
Customer Service Supervisor
Client Services Specialist and Negotiations
Rancho Cordova, CA
(916) 231-6006
04\02 through 08\05

Valentine and Kebartas, Inc.
Team Lead/Collections Representative
Caldwell, ID
10\99 through 04\02