



AMANDA METZGER

Senior Accounting Manager

Financial Systems Expert

Strong Leadership and GAAP Expertise

CONTACT



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Amanda Metzger



Manchester, Kentucky

SKILLS

- Accounting & Financial Management
- General & Analytical Accounting
- Accounting Principles & Procedures
- Auditing & Analysis
- Fiscal Law Understanding
- GAAP
- Booking Journal Entries
- Account Balances Reconciliation
- Variance Analyses
- Public & Private Accounting
- Revenue Recognition
- Value Management
- Costing & Pricing
- Financial Statement Analysis
- Forecasting & Projections
- Training & Development
- Relationship Development
- Commercial & Business Awareness
- Team Leadership
- Process Improvements
- Flexibility & Adaptability

TECHNIKAL SKILLS

QuickBooks Online, QuickBooks Desktop, Oracle, AS400, Shop Pro, Tabs 3, Peachtree, MAS 90, Access

CERTIFICATION & LICENSES

Property, Casualty, Life and Health Insurance Licenses

PROFILE SUMMARY

Results-oriented Accounting Manager with a proven track record of ensuring financial accuracy, integrity, and compliance. Skilled in GAAP, accounting principles, and financial analysis. Proficient in recording, verifying, and consolidating transactions to ensure accurate financial reporting. Expertise in preparing and recording asset, liability, revenue, and expense entries, with a strong track record of balancing subsidiary accounts, reconciling discrepancies, and maintaining general ledger integrity. Experienced in managing payroll processes, completing external audits, and ensuring compliance with legal requirements. Proven leadership abilities in training and managing accounting teams while safeguarding confidential financial information and securing database backups. Committed to driving operational efficiency and contributing to organizational success.

CORE COMPETENCIES

- Highly proficient in recording, verifying, consolidating, and entering financial transactions
- Experienced in transferring subsidiary accounts, preparing trial balances, and reconciling entries
- Skilled in verifying, allocating, posting, and reconciling subsidiary accounts to resolve discrepancies
- Summarizing financial status through detailed balance sheets, profit and loss statements, and more
- Expertise in managing payroll processes: accurate calculations, timely payments, and compliance
- Knowledgeable in adhering to legal requirements and avoiding legal challenges to maintain compliance
- Competent in securing financial information through database backups and safeguarding sensitive data

PROFESSIONAL EXPERIENCE

Williamson Advisors | *Manchester, Kentucky*

Accounting Manager

Feb. 2024 – Aug. 2024

- Facilitated client onboarding, ensuring seamless & accurate setup of financial accounts and processes.
- Conducted restoration and cleanup of accounting records, enhancing accuracy and reliability for financial reporting.
- Developed and established new project accounting procedures, optimizing workflow and improving financial tracking methods.
- Oversaw accounting team projects, ensuring timely completion and adherence to established financial protocols and standards.
- Provided training and management for the accounting team, fostering skills development and ensuring consistent performance.

Key Accomplishments:

- Improved accuracy of accounting records by 20%, significantly reducing errors through meticulous management.
- Implemented new accounting procedures, reducing processing time by 15% and increasing overall operational efficiency.

Intuit | *Manchester, Kentucky*

QuickBooks Online Expert

Jan. 2021 – Feb. 2024

- Assisted clients with preparing personal and self-employment taxes, ensuring compliance and accuracy in tax submissions.
- Supported small businesses with payroll setup and management, optimizing payroll processes for efficiency and accuracy.
- Provided expertise in QuickBooks setup, correcting categorization errors and improving overall financial record accuracy.
- Supported small business owners in preparing personal income taxes, including all required schedules for self-employment reporting.

Key Accomplishments:

- Increased accuracy in client tax preparation by 25%, reducing filing errors through expert guidance and support.
- Enhanced payroll setup efficiency for over 50 small businesses, cutting setup time by 30% significantly.

Sitel At Home | *Manchester, Kentucky*

Trainer

Sept. 2021 – May 2023

- Trained 20 agents on selling Medicare Advantage, Supplements, and Stand-Alone PDP plans, boosting sales performance.
- Increased personal property insurance sales by coaching agents on consultative sales practices and effective selling techniques.
- Ensured adherence to all regulations by maintaining compliance with local, state, and federal guidelines in training.
- Developed and updated training materials to enhance agent performance and improve sales techniques and service quality.

- Monitored agent performance, identifying improvement areas and providing feedback to enhance overall sales effectiveness.

Key Accomplishments:

- Achieved a 5% monthly increase in sales revenue through effective training and performance enhancement strategies.
- Improved personal property insurance sales by 10% through targeted consultative sales training for agents.

Quality Analyst

Sept. 2020 – Dec 2020

- Reviewed agents' phone calls, providing actionable feedback to improve service quality and customer satisfaction levels.
- Delivered weekly training to 20 agents, focusing on enhancing customer engagement and sales performance strategies.
- Participated in quality assurance meetings, discussing performance trends and recommending improvements for service quality.
- Monitored customer service metrics and identified trends, providing insights to improve agent performance and satisfaction.
- Developed reports on quality metrics, aiding management in making informed decisions for service improvements.

Key Accomplishments:

- Increased customer satisfaction by 8% through effective feedback and targeted improvements in service quality.
- Identified key quality improvement areas, leading to a 10% increase in overall service quality and effectiveness.

Fraud Investigator

May 2020 – Sept. 2020

- Processed disputes for 800 credit unions, investigating and resolving cases of bank fraud efficiently and thoroughly.
- Assisted 15 customers daily with reporting lost or stolen credit and debit cards, reducing fraud risk.
- Coordinated with stakeholders to communicate fraud-related information, ensuring timely updates and resolution of issues.
- Analyzed fraud patterns and recommended improvements, contributing to better prevention strategies and reduced incidents.

Key Accomplishments:

- Reduced fraud-related risk by 15% through improved investigative processes and more effective fraud detection measures.
- Enhanced workflow efficiency by 5% through new system implementations, streamlining high-volume fraud management.

Hamm, Milby & Ridings | London, Kentucky

Controller/Accounting Manager

May 2019 – Mar. 2020

- Supervised six legal secretaries and one file clerk, managing all accounting activities within a law firm.
- Improved accounting controls by devising efficient workflows for accounts payable, receivable, insurance billing, and payroll.
- Managed month-end close processes, ensuring accurate financial reporting and adherence to accounting standards.
- Conducted regular audits to verify compliance with financial regulations and identify potential areas for improvement.
- Provided detailed financial reports and analyses to support strategic decision-making and operational efficiency.

Key Accomplishments:

- Reduced accounts receivable balances by 18% within 60 days through effective statement generation and follow-up.
- Enhanced accounting control processes, resulting in a 25% increase in overall operational efficiency and accuracy.

Gap in Employment | Homeschooled Children

Feb 2015 – May 2019

Accountemps – Berea College | Berea, Kentucky

Budget Analyst

Dec. 2014 – Feb. 2015

- Supported grant budgets up to \$95,000, leading meetings on budget projections and financial planning.
- Reconciled grant expenses with college financial records, ensuring accuracy and compliance with budgetary requirements.
- Conducted detailed expense reporting, aligning with grant goals and college policies to maintain financial integrity.
- Developed and maintained comprehensive documentation for grant activities, ensuring compliance and facilitating audits.

Key Accomplishments:

- Reduced discrepancies in budget reconciliation by 20% through meticulous expense tracking and financial oversight.
- Created a training manual that improved onboarding for future Budget Analysts, enhancing efficiency and effectiveness.

ADDITIONAL EXPERIENCE

Project Accountant | Hazard Perry County Community Ministries

Director of Finance | Red Bird Clinic and Mission, Inc.

Project Accountant | Technical Staffing Solutions

Staff Accountant | LNS America, Inc.

Office Manager | Metzger Brothers Construction

EDUCATION

Master's Degree in Finance and Financial Management Services | University of the Cumberlands

July 2024 – May 2025

Grade: 4.0

Bachelor of Science in Applied Business | University of Cincinnati, Carl H. Lindner College of Business

1997 – 2004

Activities and Societies: Christian Fellowship Treasurer

COMMUNITY SERVICE

Volunteer | Red bird Christian School – Red Bird Mission

Volunteer | Making a Change