

Jill E. Gordon

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Education

University of Illinois at Springfield

Master of Public Administration

Springfield, IL

May 2002

University of Illinois at Urbana-Champaign

Bachelor of Arts in Economic & Political Science

Urbana, IL

Aug 1989 – May 1993

Certified Bookkeeper (CB) Exam Part I

Topics: Accruals, Deferrals and the Adjusted Trial Balance &
Correction of Accounting Errors and the Bank Reconciliation

Passed September 2019

Experience

FrontlineCo

Finance & Data Specialist

Hybrid/Remote, Springfield, IL

April 2018 – September 2025

- **Financial Management:** Oversee comprehensive financial statement development for a portfolio of 17+ not-for-profit clients, ensuring compliance and accurate financial representation.
- **Budget Development:** Create strategic draft budgets, conduct detailed variance analyses, and implement corrective measures to optimize financial performance.
- **Accounting Operations:** Manage complete accounting cycle including bank reconciliations, 1099 vendor preparation, sales tax filings, PAC report submissions to state boards, and preparation of year-end journal entries for 990 filings.
- **Financial Analysis:** Perform in-depth analysis of financial statements through meticulous verification of account codes, receipt validation, journal entries for restricted funds, and proper deferral/accrual of revenues and expenses.
- **Merchant Services:** Administer and optimize merchant accounts across all client organizations, ensuring seamless transaction processing and fee structure optimization.
- **Data & Database Management:** Implement and maintain robust database systems to track financial metrics, member information, and program outcomes. Implement data validation protocols ensuring 99% accuracy in reporting and analysis.
- **Data Migration & Integration:** Successfully executed multiple data migration projects, transferring legacy client records to new platforms with zero data loss.

Memorial Physician Services

Patient Service Specialist

Springfield, IL

Aug 2013 – April 2018

- **Compliance Management:** Conducted thorough research in electronic medical records to ensure patient compliance with clinic policies, resulting in improvement in compliance rates.
- **Cross-functional Collaboration:** Served as critical liaison between patients and medical practitioners to resolve daily operational challenges and improve service delivery.
- **Team Leadership:** Functioned as lead worker providing guidance and training to ensure team members thoroughly understood and consistently applied clinic policies.
- **Financial Processing:** Managed daily receipt entry and bank deposit preparation with 100% accuracy record.

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- **Customer Experience:** Delivered exceptional customer service to patients both in-person and via telephone, contributing to improved patient satisfaction scores and retention.

Leadership & Activities

Douglas Avenue United Methodist Church

Springfield, IL

Trustee

Jan 2017 – Current

- Serves as elected Secretary of the committee vested with authority and power in matters relating to the real and personal property of the church.
- Oversees maintenance projects, supervise key security protocol, detect ways to make the building more energy efficient.

United Women in Faith, President

November 2018 - Current

Skills

Database Management: SQL, Microsoft Access, several association management systems including MemberClicks, Wild Apricot, and iMIS

Data Analysis: Excel (advanced formulas, pivot tables, data visualization)

Software: QuickBooks Online and Enterprise, Microsoft Office Suite including 365, bill.com, electronic medical records systems, Asana, Clockify, Adobe, Teams, Efile4biz, Planner

Technical Expertise: Data migration, report automation, system integration, database optimization