



KASSANDRA ROBERTS

EDUCATION

Master of Business Administration (Concentration: Management)

California Baptist University, Riverside, CA (GPA: 4.0)

08/22

Bachelor of Arts, Liberal Studies (Concentration: Education Studies)

California State University, Long Beach, Long Beach, CA (GPA: 3.8, Magna Cum Laude)

05/16

EMPLOYMENT HISTORY

Advanced Autism Center for Treatment (Gilbert, AZ)

Director of Finance

08/23 — Present

- Oversee the day-to-day operations of the financial team – comprised of the Accounting, Revenue Cycle, and People Operations departments
- Preparing financial statements and reporting including but not limited to Hybrid (Cash/Accrual) Profit and Loss Statements, Balance Sheets, Cash Receipts, receivable and payable reconciliations
- Ensuring the accuracy of financial records through consistent bookkeeping withing the QuickBooks software (including journal entries, credit memos, and reconciliations) and monthly reconciliations of operational expenses (including credit cards), receivables, and payroll
- Implementing a new HRIS and payroll software as well as creating processes and policies for Time Off, on-boarding New Hires, rate changes and promotions, and other employment and benefit changes
- Analyzing current billing practices and improving processes by creating pre-billing auditing, prior authorization requests and tracking, post-billing audits, collections dashboards
- Completing billing for over 300 clients receiving Speech, Habilitation and Respite, and Applied Behavior Analysis services for commercial insurances, private pay, and government plans (AZ State DDD – AHCCCS) for multiple states (AZ, NV, TX, and MT)
- Contracting, credentialing, and verification updates for new and existing providers for commercial insurances and AHCCCS including AHCCCS IDs, NPIs, and CAQH profiles; including tracking of new and renewal of licenses and certifications as well as liability insurance and CPR expirations
- Organizing and preparing departmental administrative and financial reports; developing KPIs to lead the team, and reporting status to C-Suite Executives
- Processing payroll for over 200 employees through ADP, including filing quarterly and annual taxes, monitoring timesheets for anomalies, wage garnishments, benefit deduction agreements, etc

Arizona State University (Tempe, AZ)

Business Operations Manager, Financial Accounting and Operations

11/22 — 07/23

- Assisted with planning, organizing, and coordinating the business operations functions in accordance with established goals, priorities, time limitations, and funding limitations for graduate programs
- Prepared quarterly and annual budget forecasts, presenting forecasts finding, and offering recommendations for planned budgets for programs exceeding \$30 million
- Ensured the accuracy of financial records through controls and monthly reconciliation of operational expenses, receivables, payroll, transfers, and scholarships

DETAILS

Mesa, AZ

424-200-5452

robertskassandra0@gmail.com

www.linkedin.com/in/kassroberts

SKILLS

Project Management

Collaborative Leadership

Organizational Change Management

HRIS, Accounting, Payroll, and Practice Management Software

Data Analysis

Financial & Operations Management

Innovative Thinking

13+ Years of Supervisory Experience

Microsoft Office and 365, Google Suite, Workday, QuickBooks, ADP

- Oversaw a variety of account expenditures, maintaining and reconciling detailed budgets for various accounts, advising and determining which expenditures are within the budget guidelines; informing management of irregularities, and proceeding with corrective action
- Managed the processing of travel reimbursements and purchase of supplies, services, and equipment with the use of P Cards and other purchasing documents align with established procurement and financial policies
- Processed student deposit and tuition transactions and resolving program changes and refunds
- Organized and prepared departmental administrative and financial reports; analyzing, summarizing and interpreting information; recommending or implementing action to be taken
- Coordinated internal and external audits, and preparing audit documents for payroll reconciliations, p-cards, and financial records
- Reviewed and made necessary transfers and journal entries for financial transactions utilizing Workday
- Coordinated the processing of personnel searches and hiring, faculty promotion, and tenure processes within the department, and maintained personnel files consistent with University policies and practices utilizing BrassRing and PeopleSoft

Autism Behavior Consultants (Torrance, CA)

Director of Operations

05/19 — 10/22

- Developed, implemented, and supervised day-to-day operational systems, processes, quality control, and policies for multiple regions
- Oversaw multiple departments including Accounts Receivables, Accounts Payable, Billing, Payroll, Call Center, Human Resources, and collaboration with Clinical business units
- Maintained accurate accounting software analyzing and updating the Chart of Accounts, general ledger transactions and creating journal entries to reconcile debt, reconciled bank and credit card statements, deposited all checks and cash
- Maintained contracts and compliance in collaborating with various school districts, insurance companies, and government agencies
- Collaborated with department heads and C-Suite Executives on innovative solutions to promote profitability, resource availability, and financial climate and forecasts
- Provided technical assistance and responded to complex inquiries and situations
- Utilized HRIS software to oversee recruiting, training of new staff, retention metrics, and maintained records of training compliance, staff leave, and benefit qualification and disqualification (Health Insurance, 401K, Employee Assistance Programs, and Life Insurance)
- Maintained positive vendor and customer relationships
- Designed and executed follow-up procedures for receivables, contracts, recruiting, and ongoing staff training
- Provided orientation, initial and ongoing training, performance reviews, and disciplinary action (including performance improvement plans) for administrative staff
- Management of finances including an annual budget of over \$7M utilizing QuickBooks, analyzing P&L, Balance Sheets, Income Statements, Cash Flow
- Presented financial, operations, and administrative progress, benchmarks, and solutions to C-Suite Executives weekly
- Worked with third-party auditors, preparing financial statements and documents to complete annual 1040 and schedule K, worker's compensation audits, and 401k audits
- Processed semi-weekly and final checks for 200 staff members, submitting semi-weekly, quarterly, and annual payroll taxes (including 940, 941, DE9, and DE9C), 401k reporting, and worker's compensation payroll reporting
- Entered and updated employee rates, assessing merits, reviews, and pay scales

The Children's Dental Center of Greater Los Angeles (Non-profit) (Inglewood, CA)

Vice President of Operations

07/11 — 05/19

- Worked with the President and CEO to develop programs resulting in company growth and meeting community needs
- Analyzed and developed budgets based on in-kind and monetary donations, grants, and insurance revenue
- Maintained and analyzed Pro Forma Statements with the CEO
- Collected, analyzed, presented, and implemented pilot programs to increase customer base, build new partnerships with schools and community organizations, and community colleges and universities
- Presented donations, clinical revenue, community impact, and company growth analysis weekly to C-Suite Executives
- Researched new donors and submitted grant applications
- Developed Memorandums of Understanding and Promissory Notes
- Participated in quarterly Board of Director Meetings, engaging in discussion to improve organizational finances and community reach
- Collected, researched, and analyzed data for the Community Outreach Program
- Utilized collaborative and team-building strategies when leading and providing oversight
- Coordinated and organized events (Community Holiday Give-Aways, Give Kids a Smile Day, etc.)
- Oversaw multiple departments including A/R, A/P, Grants, Community Outreach, Clinical, Front and Back Office Staff, and Call Center

★ **ACADEMIC EXPERIENCES**

Independent Methods Course Rotations (Long Beach, CA)

08/15 — 04/16

- Implemented scaffolding, differentiated instruction, and utilized strategies for English Language Learners, Students with Special Needs, struggling readers, and GATE students
- Collected and analyzed assessment data in the areas of reading and writing
- Developed lessons utilizing both the 5E Lesson Plan Template and Madeline Hunter's Lesson Plan Format

College of Education Student Ambassadors (Long Beach, CA)

09/13 — 06/16

- Student Ambassador
- Acted as a source of information for college students interested in careers within the field of Education
- Lead tours for prospective college students
- Discussion, set up, and logistics of various educational and informative events

Service Experiences for Revitalizing Education Program (Long Beach, CA)

08/12 — 08/15

- Designed and executed lessons for various grade levels that foster a culturally responsive classroom and differentiated instruction for students with various learning styles and abilities
- Provided academic support for students in urban classrooms and with a diverse K-12 population

Council for Exceptional Children Chapter General Meeting (Long Beach, CA)

08/13 — 08/13

- Culturally Responsive Pedagogy by Dr. Anne Hynds from Victoria University of Wellington

REFERENCES

Holly Williams, Director of Financial Services and Research
W.P. Carey School of Business, ASU
Supervisor (1 Year)
Holly.Williams@asu.edu · 480-296-3334

Dennis Young, President and Chief Executive Officer
The Children's Dental Center of Greater Los Angeles
Former Supervisor (8 Years)
dyoung@tcdc.org · 310-489-9030

Laura Haneline, Chief Executive Officer
Autism Behavior Consultants
Former Supervisor (3.5 Years)
laura.haneline@autismprograms.com · 310-897-7995

Heidi Montague, Executive Clinical Director
Autism Behavior Consultants
Former Supervisor (2 Years)
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