Kayleen Hibma

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Professional Summary

Accounting and financial management professional with over 10 years of experience in bookkeeping, payroll, reconciliation, and client support. QuickBooks Expert and Advance Expert with hands-on experience across public accounting, construction finance, and tax preparation.

Education

Bachelor's Degree in Accounting
Bachelor of Science in Accounting. *December 2025*

Experience

Product Specialist / Customer Service Representative December 2025 – Present
Working Solutions
- Support QuickBooks customers with product questions, subscriptions, billing, renewals, and account navigation.
- Troubleshoot customer concerns while documenting call details and resolution steps accurately.
- Deliver retention-focused service while maintaining accuracy and regulatory compliance.

Controller / Human Resource Manager June 2024 – Present
George Speers Masonry
- Oversee accounting department operations including quarterly closing, payroll processing, and certified payroll compliance.
- Execute reconciliations, audits of closed projects, and progress billing of pay applications.
- Process payroll, onboard new employees, and develop standard operating procedures for the department.

CFO 2019 – Present
KR Financial Services
- Manage bookkeeping services for over 15 clients, including account reconciliations and monthly closings.
- Oversee payroll management and processing across all client accounts.

Tax Analyst 2022 – Present
Baker Tilly
- Assisted TurboTax customers with basic to complex tax questions and tax return error resolution.
- Delivered professional client service and feedback throughout the seasonal engagement.
- Met seasonal project incentives and bonus performance goals.

Collections Manager 2019 – 2021
Mira Technologies
- Managed daily client communications, accounts payable reporting, and new-hire training.
- Completed reconciliation of accounts and 1099 reconciliation and distribution.

Certifications

- QuickBooks Expert
- QuickBooks Advanced Expert
- Procore Project Manager - Finance
- CTEC Tax Preparer

Skills

Accounting & Finance: Bookkeeping, Payroll Processing, Certified Payroll, Reconciliation, Accounts Payable, Quarterly Closing, Progress Billing, 1099 Processing, Tax Preparation

Software & Tools: QuickBooks, TurboTax, Procore

Operations: Standard Operating Procedures, New-Hire Onboarding, Client Management, Collections