

# LAURA MILLER, Bookkeeper

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## SUMMARY

Detail-oriented Bookkeeper with extensive experience in financial management and a strong background in using QuickBooks. Proven ability to assist small business owners with accurate transaction categorization and account reconciliation. Successfully managed payroll and financial reporting while ensuring compliance with regulations. Ready to deliver precise bookkeeping solutions to help streamline financial operations.

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## WORK EXPERIENCE

### QuickBooks Live Expert, JDA TSG Lebanon

- Certified, remote bookkeeper delivering real-time financial assistance to small business owners utilizing QuickBooks Online.
- Assisted in categorizing transactions and reconciling accounts to ensure financial transparency.
- Facilitated the closing of books and provided personalized advice through one-way video chat, guaranteeing precise financial records.

### Seasonal People Resource Center Representative, HR Block Lebanon

- Served as the primary contact for HR-related inbound cases, representing Payroll, Tax Training, Benefits, and Compensation by addressing related inquiries.
- Engaged in diverse communication channels, interpreting client needs while utilizing software to deliver resolutions.
- Delivered exceptional customer service to all stakeholders through active listening, precise information sharing, and prompt resolution of inquiries.
- Employed problem-solving skills to effectively address associate inquiries by analyzing situations, identifying actions, and offering appropriate guidance or escalation.
- Collaborated with team members and leaders to ensure seamless service delivery, exceeding client case resolution expectations.
- Utilized tools and resources to guarantee data accuracy and reasonableness, resolving cases within service level agreements (SLA), confirming all data sources were utilized in case resolutions.
- Proactively identified trends that could lead to elevated case volumes and partnered with leadership to address them.
- Coordinated with management on casework and daily workload management.
- Participated in on-camera 1:1 and weekly team meetings to foster communication and collaboration.
- Executed other assigned duties as required.

### People Resource Center Representative, H&R Block Lebanon

- Acted as a primary HR contact for payroll, benefits, and tax-related inquiries in a remote setting.
- Ensured professional customer service through various channels while achieving timely and accurate case resolutions.
- Collaborated with remote teams to uphold service-level goals and enhance workflow efficiency.

### Support Coordinator, Compass Health Network Lebanon

- Managed documentation and case files with strict confidentiality, guaranteeing timely and precise reporting.
- Collaborated with interdisciplinary teams to coordinate services and maintain seamless client records.
- Advocated for resource access and streamlined administrative workflows to boost overall efficiency.

**Support Coordinator, Compass Health Network**

Lebanon

- Managed client documentation and case files with confidentiality, ensuring adherence to HIPAA standards.
- Coordinated interdisciplinary services, enhancing administrative workflow and data consistency.
- Delivered virtual administrative support while maintaining accurate records in HRIS and case management systems.

**Community Support Specialist, Compass Health Network**

Lebanon

- Provided administrative support for case management and family services, documenting client interactions and preserving secure records.
- Facilitated access to community resources through efficient tracking and reporting methodologies.

**Human Resources Manager, Sign Fab Inc.**

Lebanon

- Spearheaded HR operations encompassing payroll, onboarding, and benefits administration for over 100 employees.
- Instituted a new HRIS system that enhanced onboarding speed and ensured data integrity by 30%.
- Counseled management on policy interpretation, employee engagement strategies, and compliance practices.

**Human Resources Manager, Sign Fab Inc.**

Lebanon

- Managed full-cycle HR operations, including recruitment, payroll processing, benefits administration, and compliance oversight.
- Instituted a new HRIS system that streamlined employee data and onboarding processes.
- Evaluated compensation trends and recommended competitive pay structures to leadership, enhancing employee satisfaction.
- Fostered employee relations and managed conflict resolution to cultivate a positive workplace culture.

**Human Resources Generalist, Detroit Tool Metal Products**

Lebanon

- Processed weekly payroll for more than 700 employees, ensuring accuracy and adherence to legal compliance standards.
- Managed onboarding, benefits enrollment, and maintenance of personnel files in both HRIS and paperless systems.
- Supported HR audits, reporting, and documentation with meticulous attention to detail.

**Human Resources Generalist, Detroit Tool Metal Products**

Lebanon

- Processed weekly payroll for 700+ employees utilizing HRIS systems while accurately maintaining attendance records.
- Facilitated onboarding, E-Verify processing, benefits enrollment, and upkeep of personnel files.
- Assisted with audits and compliance initiatives through detailed recordkeeping and thorough reporting.

**Executive Director, Pulaski County Sheltered Workshop**

Lebanon

- Oversaw financial operations, encompassing budgets, payroll, and nonprofit compliance reporting.
- Supervised staff, directed operations, and prepared comprehensive reports for the board of directors.

**Executive Director, Pulaski County Sheltered Workshop** Lebanon

- Oversaw financial operations, formulated budgets, managed payroll, and ensured compliance with nonprofit regulations.
- Supervised staff, directed daily operations, and generated financial and productivity reports for the board.

**Office Manager / Assistant Executive Director, Laclede Industries** Lebanon

- Managed payroll, bookkeeping, invoicing, and financial reporting utilizing QuickBooks.
- Developed administrative policies, coordinated board meetings, and managed overall office operations.

**Office Manager / Assistant Executive Director, Laclede Industries Sheltered Workshop** Lebanon

- Administered payroll, invoicing, financial reporting, and office administration via QuickBooks.
- Formulated and maintained administrative policies as well as employee training programs.
- Supervised clerical teams while coordinating board meetings and documentation.

## EDUCATION

**Drury University**  
**Bachelor of Business Administration, Human Services**

**Lebanon High School**  
**High School Diploma**

## SKILLS

Bank reconciliation	Payroll processing
QuickBooks	Microsoft Office Suite
HR compliance	Project management
Financial management	Interpersonal skills
Employee relations	Communication skills

## LANGUAGES

**English (C1)**

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