***Melissa Ann Ziegler***

***105 Veterans Avenue, Blissfield, MI 49228***

***517-366-9204***

Resourceful, dependable and results-driven professional with 20 years of administrative management with a heavy focus on customer service and satisfaction. Excelling in challenging environments while maintaining a commitment to quality and excellence.

***Professional Experience***

*Freelance Bookkeeper*

*October 2019 – Present*

* Maintain records of all income through invoices and sales receipts
* Manage and record all credit card charges for debit and credit card
* Provide checks and payments to suppliers as per requirement
* Perform all bookkeeping functions such as entering invoices and accounts
* Monitor ongoing cash flow for organization
* Develop key financial data to facilitate performance

*Payroll Manager | Marco’s Franchising LLC Toledo, OH*

*August 2014 – October 2019*

Award winning pizza franchise with stores in 35 states and 4 countries

* Process Bi-Weekly, Multi-state payroll for over 900 hourly and salaried employees
* Process benefits, garnishments, audit tax filings
* Calculating and issuing of bonuses based on seniority and departmental profitability
* Management and issuing of all W-2’s and 1099’s
* Audit payroll each pay cycle and reconcile multi-system data to ensure accuracy
* Provide detailed analysis and reports as needed to management for use in setting store goals and benchmarks
* Prepare General Ledger Journal Entries and reconcile payroll accounts
* Point of contact for all employees and managers for all payroll coordination
* Paycor Payroll Software
* Great Plains Software

*Office Administrator | Praxair Industries Inc. (Formerly American Gas Group) Toledo, OH*

*February 2007 - August 2014*

Century strong supplier of gasses utilized in a vast array of industries

* Management of Accounts Payable and Receivables - including coding
* Past due account collections
* Product and supply inventory management - Canisters, etc.
* Management of customer disputes and resolutions
* Purchasing
* Backup support for Shipping and Receiving Department and Payroll Department
* Reconciled revenues on day-to-day basis
* Customer service support

*Accounts Receivable Specialist | Four Star Greenhouse Inc. Carleton, MI*

*March 2005 - January 2007*

20 acre indoor greenhouse established in 1977, first in the industry to create “brand name” plants - founders of Proven Winners plants available internationally

* Accounts Receivable including:
	+ Processing of orders to bill
	+ Account balancing
	+ Reconciliation of outstanding issues
* Backup support for Accounts Payable and Payroll
* Support and organization assistance of annual Open House for customers
* Provided feedback for pilot New Product Development Team ventures
* Customer support and resolution specialist

*Payroll Clerk | KC Transportation Inc. Carleton MI*

*August 2001 - March 2005*

Full-Service Supply Chain and Freight Solutions provider, specializing in the automotive industry

* Payroll administration for over 600 drivers based out of many different hubs in several states
* ADP Payroll Software - Master User
* Assisted Accounts Receivable in reconciliation of outstanding issues
* Assisted Accounts Payable in processing orders to bill
* ISO 9000:1994 liaison to Quality Manager and department lead for quality
* Point of contact for drivers regarding issues and carrying out of resolution
* Training new drivers on recording and reporting hours
* Internal customer service

*Accounts Receivable/Payable Clerk | Groulx Oldsmobile GMC Monroe, MI*

*August 1999 - August 2001*

Full-Service Buick and GMC dealer, 3rd generation family owned since 1956

* Processed all Account Receivables and delinquent account collections
* Processed all Account Payables
* Payroll administration including payroll taxes and W-2’s
* Assisted in inventory of new and used vehicles
* Customer service

***Education***

*Jefferson High School, Monroe, MI*

*Diploma - 1995*

***Additional Information***

*Areas of Expertise*

* Office Administration
* Accounts Payable Management - all facets
* Accounts Receivable Management - all facets
* Large Corporate and Small Office Payroll Management
* Data analysis and reporting
* Customer service and diplomatic conflict resolution
* Microsoft Office Software (Excel, Word, Access, Powerpoint, Great Plains)
* ADP Payroll Software
* TalentReef Software
* FoodTec Software
* Kronos Software