**SUMMARY OF QUALIFICATIONS**

**Human Relations** – Possess the ability to interact seamlessly with executives, regulatory agencies, clients, vendors and team members from various levels of business and professional backgrounds.

**Research and Planning** – Creative and analytical; possess exceptional troubleshooting skills. Able to grasp system concepts, identify and assess potential challenges; propose, implement and supervise applicable solutions and improvements.

**Organization, Management and Leadership** – Noted for having strong organizational and project management skills: strategic planning, team building, talent development/training and production.

**PROFESSIONAL SKILLS**

**Professional proficiency:** Capable of supervising, overseeing and monitoring the workflow of team members, company compliance to administrative policies and procedures. Effective problem skills and maintains a current and relative knowledge base on industry guidelines and policies, trends, technologies and developments. Proficient oral and written communication abilities, professional demeanor and appearance; culturally interactive, team player, problem-solver, professionally discrete and practical.

**Operations and project management:** Provides day-to-day account management/customer service support. Possesses more than thirty-five years of various industries experience in working with client and customers on a day-to-day basis with their job needs and delivering quality customer service. Responsive to client needs including working with various file formats, specifications, proofing, material requirements, samples, etc. Proven to be especially valuable in ability to understand and convey challenging specifications to suppliers, contractors and consultants and working with clients on improved specifications on customized projects.

**Professional Highlights:**

**Administration/Accounting/Bookkeeping**: Manage administrative and operations activity for small businesses, independent contractors and entrepreneurs. Strong accounting knowledge; effective in communicating useful financial information in non-accounting language to management and other internal and external sources. Working knowledge and experience with general ledger maintenance, cash management, accounts payable and accounts receivable management, account reconciliations and financial reporting.

**Customer Care**: Able to direct and manage the daily operations and accounting functions for a commercial print management company whose clients includes: DFW Airport, Toyota of North America, Cigna, CVS, Parkland Health, Allied Aviation, DFW MSDC, Women’s Business Economic Council, publishing groups (Minority Business News and Women’s Enterprise), as well as managed the accounting responsibilities for entrepreneurs and small minority business owners within the clothing industry, music industry and commercial lending. Attention to detail, understanding applicable capabilities and pleasant personality has encouraged numerous testimonials in response to customer-first, service approach.

**WORK HISTORY**

**Business Administrator**  **J Nelson Enterprises LLC** Los Angeles, California *(05/2019 – present)*

**Accounting Consultant**  **The Accounting Support Group** *(Owner)*Addison, Texas *(10/2014 – present)*

**Senior Administrator/Accounting** **Alliance of Diversity Printers LLC** Dallas, Texas *(4*/*2012 – 10/2014)*

**Front/Back Office Assistant** **Gittings Portraitures** Dallas, Texas *(6*/*2010 – 12/2011)*

**Controller** **Los Angeles Urban League** Los Angeles, California *(11*/199*2 – 12/2004)*

**EDUCATION AND PROFESSIONAL DEVELOPMENT**

**Studied at Dallas Baptist University** Communications

**West Los Angeles College** Accounting and Business Management

**California Women’s Economic Development Center** Business Management Program