**Ren Jett**

Bright Road Financial Services

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**SUMMARY OF QUALIFICATIONS\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Proficient in Microsoft Office: Excel, Word, PowerPoint, Publisher, Outlook.
* Superior customer service skills.
* Excellent organizational, multi-tasking, and time management skills.
* Active listener, adaptable, creative, strong decision-making and problem solving skills.
* Works well both alone and in teams.
* Approachability, pleasantness, willingness to help.
* Easily adaptable to and capable of mastering new technologies.
* Attention to detail.

**RELATED CAREER EXPERIENCE\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Membership Services Manager**, Dayton Public Radio, Dayton, OH January 2016-January 2024

* Update and maintain membership database for about 1,700 active donors, with over 12,000 donors in total.
* Process transactions in all forms, including checks, credit cards, debit cards, cash, efts, money orders, and PayPal.
* Curate and organize physical donation documentation.
* Generate financial and membership reports used for various vital business and development activities.
* Maintain friendly relationships with donors, board members, and volunteers.
* Contact contributors whose credit cards are declined for updated information.
* Organize and train volunteers during events and pledge campaigns.
* Assist in small groups and committees to plan and execute major and minor fundraising events through the year.
* Cooperate with and provide support for auditing team during annual audit.
* Dispatch monthly renewal letters and thank-you acknowledgement correspondence to donors.
* Collaborate with 3rd party accountant to successfully balance the station’s books each month since being hired.

**Billing Administrator**, The Reynolds and Reynolds Company, Kettering, OH October 2011-December 2015

* Anticipated the needs of customers to bill their products efficiently and meet production and quality goals.
* Accurately processed billing for around 3,600 orders for multi-million dollar company, generating revenues of over $200,000,000.
* Participated in a team of 4 to successfully implement new programs and complete special projects.
* Researched criteria on customer orders and added billing dates to purchased applications.
* Coordinated with foreign and domestic locations to ensure accuracy and timeliness of orders.
* Responsible for organizing daily workflow through the creation of training records.
* Designated Certification Exam Proctor.
* Created policies and procedures for migrations, training records, test proctoring, and billing areas.
* Onboarding lead for company directory.
* Facilitated monthly billing and process flow training and staff meetings.
* Produced monthly sales report for top tier executives.
* Collaborated in teams and occasionally work alone to organize and execute department events.
* Go-to person because of accuracy, expertise, and quality of work.

**Student Reference Desk Assistant**, Jerome Library BGSU, Bowling Green, OH August 2009-May 2011

* Customer Service Representative specializing in internet and database research.
* Researched databases and internet sites to assist patrons.
* Performed general library aide duties.

**EDUCATION\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

*Sinclair Community College*, Dayton, OH Graduated August, 2022

* **Associate of Applied Science in Accounting**
* GPA: 4.0

*Bowling Green State University* (BGSU), Bowling Green, OH Graduated May, 2011

* **Bachelor of Arts in Philosophy with a focus on Ethics**
* Minor: Psychology
* GPA: 3.26

**ACHIEVEMENTS/ACTIVITIES\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Current Notary Public status held in Ohio, given by Montgomery County. Expires December 26, 2027
* Assisted in building and collaborating on a mystery subscription box business called Sleuth Kings – 2017-2023
* Received 2 peer-nominated “Hoo-Rey’s” – 2012, 2014
* Volunteered with Telitha’s Hope, a local group that donates quilts to the homeless in Dayton – 2012-2015
* Headed committee for my department’s booth at the SummerFest Cook-Off – 2014, 2015
* Attended classes at the Dayton Bujinkan Dojo – achieved 5th kyu –2015-2019
* Organized International Talk-Like-A-Pirate Day party for department of 60 people – 2013-2015

**References Available Upon Request**