

## **SUMMARY OF QUALIFICATIONS**

- Senior Business Manager/Accounting Professional-Accounting Manager/Finance/Business Administration
- Extensive experience in the positions of accounting, controller, banking, finance, and advanced accounting knowledge, proven project leader for large groups, corporations, education facilities, and sole proprietorships.
- Accounting: Preparation of financial information and reports. Prepare and process accounting entries for the month end close including fixed asset depreciation, revenue entries, inventory reconciliations and miscellaneous allocations. Prepare Daily Cash Entries, Daily cash reconciliations, purchasing. Complete special projects. Accounting involving A/R, A/P, Employee benefits, Payroll, QuickBooks, Shareholder Distribution. ADP Payroll Processing Certification, Intuit Payroll, AMS payroll.
- Client Relations: Extensive success in internal and external customer relations. Overall operation of an office, which includes daily supervision and coaching/training of office associates as creating revenue for the business. HR administration of employer rules/regulations and union contracts, employee benefits, OSHA compliance, EEO and AA requirements. Union contract negotiations and union grievances resolution. Outside vendor and community networking and communications involving written and verbal methodology with indirect and direct customer contacts. Negotiation skills in resolving conflicts within the working environment
- Human Resource Experience: Hiring, termination, recruiting, management of staff, union contract violations, union contract negotiations, union mediations. Benefits administration, Workman's compensation administration, OSHA compliance, AA administration, UI administration, and EEO administration.
- Field Experience: FIFTEEN years of experience in Accounting/Finance/Banking fields. Problem solving and analytic skills. Ability to read and interpret contracts/leases.
- Technology: Advanced computer knowledge including Microsoft Office Suite, Automated Payroll (ADP/ Paychex, Ceridian, Kronos), Peachtree, MAS90, SAGE 100 ERP, QuickBooks, Netsuite ERP software, manual payroll processing. Advanced in Excel including graphs, pivot tables, lookup tables. Travel Industry Software-Apollo-Sabre
- Vendor-Third Party relation recruitment, solicitation of sales, management of accounts
- Liaison experience between corporation, vendors and customers for corporate and leisure travel industry
- Marketing and Sales Goals Experience

### **Expertise in:**

- Budgeting Preparation, Standard Cost Analysis, Project Management, Financial Analysis.
- Inventory Management, Process Improvements, Asset Management, Regulatory Compliance.
- Expense Planning & Control, Resource Management, Audit & Internal Control.

## **PROFESSIONAL EXPERIENCE**

**JBM SHERMAN CARMEL INC., Bennington, VT 05201**

**May 2019 – Present**

### **Purchasing Agent**

#### **Responsibilities:**

- Perform duties to assist the accounting department and other various departments in office duties. Requiring knowledge of office management systems and procedures. Clerical duties include a combination of answering telephones, bookkeeping, typing or word processing, office machine operation, and filing. Purchase machinery, equipment, tools, parts, supplies, or services necessary for the operation of JBM Sherman Carmel. Purchase raw or semi-finished materials for manufacturing.

**City of North Adams, Dept. of Public Safety, North Adams, MA**

**Mar 2017 – May 2019**

### **Office Manager**

#### **Responsibilities:**

- Accounts Payable, Accounts Receivable, Grant Reimbursement, Master Boxes & Digital Alarm Billing, Hazmat Billing, License to Carry and Range Permit Administration, Fire Dept. Inspections and Permits, Purchasing of Office supplies and equipment, Administrative functions involving customer service, receptionist, and other office procedures.

**Resume of TERRY M SAUNDERS-BOUCHER****Mildred Elley Business School, Pittsfield, MA****Aug 01 – Aug 04 & Jun 10 - Oct 12, Sept 2016 – May 2017****Adjunct Faculty-Instructor of Accounting & Business Administration****Responsibilities:**

- Successfully instructed students in the GAAP accounting procedures and fundamental accounting methods in layman's terms so that it was understood and students passed the course.
- Developed excel spreadsheets for grading, attendance and graduation data that would be useful to instructors and administration.

**Mildred Elley Business School, Pittsfield, MA****Aug 01 – Aug 04 & Jun 10 - Oct 12, Sept 2016 – May 2017****Adjunct Faculty-Instructor of Accounting & Business Administration****Responsibilities:**

- Instructor in Business Administration, Microsoft Office Suite software and Accounting curriculum. Facilitator in Penn Foster High School Diploma Program and conduct one on one mentoring services for those students. Process monthly and weekly reports for the Administration purposes. Plan and organize all graduation ceremonies for day and evening students.
- Online Adjunct Faculty Instructor of Business, Accounting and General Education Classes

**Colorado Dept of Revenue-Driver's License Division****May 2015-Sept 2016****Colorado Springs, CO 80909****Technician I**

**Service customer with issuing driver's license, reinstatement, permit testing, drive test examinations, hearing requests, renewals of driving privileges in Colorado Balance cash drawer daily. Perform various customer service related functions.**

**Sunset Stone Inc, Castle Rock, CO****Nov 14 – April 2015****Accounts Receivable Manager**

- Assure timely and accurate invoicing, send out invoices and monthly statements by fax, email or mail
- Determine & enter finance charges, send reminders for invoices coming due if needed
- Assure timely collections of monies due, generate AR aging reports and identify critical issues, review AR aging to ensure compliance, prepare paperwork for liens on non-payments
- Communicate with customers via phone, email, mail or personally and collect past due amounts
- Monitor customer account details for delayed payments or non-payments and other regularities
- Identify any reasons for non-payment, document results of contact, track & f/u on customer commitments, Handle customer inquiries & disputes
- Prepare & issue waivers for payment, prepare & enter draws on-line or submit to General Contractors
- Post payments against customer's invoice/project, prepare bank deposits
- Process credit card, check, cash, ACH and wire transfer payments, track & balance pre-paid deposits
- Post credit adjustments, log credit on account customers, determine refunds
- Interface with bank and resolve any batch or returned check issues
- Organize a recovery system and initiate collection efforts
- Contact law enforcement for legal action in collections
- Provide proper documentation for NSF charges, Process credit application requests
- Establish Joint Check Agreements between General Contractor & Sub-Contractor, obtain fully executed agreement, verify draw and payment schedule
- Maintain customer files and records, Monitor sales tax licenses, building permits, tax exempt certificates
- Help write policy & procedures, create & update forms, warranty paperwork
- Assist with month-end closing, Handle and complete special projects as they arise
- Assist in cross training in general administration, sales & shipping & receiving MSDS

**Resume of TERRY M SAUNDERS-BOUCHER****Kelly Services, Colorado Springs, CO****Jul 14 - Sep 14****Bookkeeper****Responsibilities:**

- **Accounts Payable:** Pay bills and maintain ledgers. Code payables and input into NetSuite and QuickBooks. Monitor cash flow. Utilize online bill pay. Work with Auditor to prepare 1099s and W-3
- **Accounts Receivable:** Reconcile all invoices with payment. Prepare estimates and progress billings on catered functions. Monitor A/R account, ensuring timely payment.
- **Money-Handling & Banking:** Prepare bank deposits and enter daily cash receipts. Reconcile bank account and credit card statements. Monitor office expenditures
- **Payroll:** Receive weekly timesheets for hourly and salaried employees. Process biweekly payroll; submit to President for approval. Submit payroll file through NetSuite for processing; enter journal entries. Monitor payroll to ensure accurate deductions; payroll taxes & withholdings to verify accuracy of annual W-2s.
- **Financial:** Prepare monthly reports to President and management. Ensure monthly Sales & Use Tax is paid timely

**Express Employment, Centennial, CO****Apr 14 - May 14****Accounts Receivable****Oct 14 – Nov 14****Bookkeeper/Receptionist****Jan 13 – Feb 13****Responsibilities:**

- Responsible for overall administrative duties such as Payroll, AP/AR, logistics/shipping, Credit card authorization and processing, file maintenance. Used QuickBooks for Payroll and Accounts Payable functions

**CGI/Atterro Human Capital Group Staffing Agency, Colorado Springs, CO****Oct 13 - Feb 14****Financial Analyst****Responsibilities:**

- Contracted to work for Connect For Health Colorado at Colorado Springs Call Center.
- Leveraged down time while assisting other departments by proactively seeking projects for the financial group to ensure success of the overall project.
- Responsible for developing and maintaining accounting systems policies, procedures, and training.
- Provide analytical expertise to a diverse group, including partners, managers and subject matter experts.
- Perform specialized financial, accounting or planning activities, investigations, coordination and analysis. Coordinate with corporate/divisional management to review and resolve financial matters. Represent financial management in meetings with other state organizations to resolve mutual problems and implement new procedures and controls. Produce weekly, monthly and quarterly reports and analysis. Maintain and assists in designing financial reports related to payments, fees, and commissions for COHBE. Coordinate changes to existing reports or requirements for new reports across departments. Make suggestions for improvements throughout the business process by evaluating software used in General Ledger and Invoicing, Billing process to Insurance companies and General Public. Follow all guidelines in compliance with security and privacy standards, inclusive of but not limited to FTL, PHI, and HIPAA standards.

**SOS Staffing, Employment Express, Apple One Employment ,Colorado Springs,CO****Dec 12 - Sep 13****Responsibilities:**

- Created greater efficiency and improved access by reorganizing accounting, customer service and personnel files for easier access and efficiency.
- Ensured all manually processed customer notices were completed and accounted for by developing tracking method.
- Ensured processing and prompt delivery of notices to customers by developing a new procedure to edit large combined PDF files.
- Worked with developers to solve accounting system issues that were found through system testing.
- Assignments involving accounting functions including: QuickBooks, ADP payroll, A/P processing, A/R, Purchasing, A/R Collections. Human Resource management involving management of confidential files. Purchasing tools including UPS shipping, FEDEX shipping, Credit Card processing, exposure to SherWare and oil and gas industry.

## **Resume of TERRY M SAUNDERS-BOUCHER**

**Massachusetts Department of Revenue, Pittsfield, MA**  
**Collections - A/R Collections /Tax Examiner II, -Tax Revenue**

**Sep 04 - Oct 12**

### **Responsibilities:**

- Success in collection of tax debt of A/R for state of Massachusetts of over 5.0 million dollars for individual income and business trustee taxes of meals, sales/use/withholding, state excise and corporate excise taxes.
- Gained trust and dissolved fear and opinion of general public of Tax Collectors with human being customer service demeanor and professionalism.
- Successfully entered over 500 taxpayers in payment agreements, hardship agreements and SIX months payment agreements in order to collect A/R uncollected receipts.
- Developed excel worksheets to use as tools for tax collection organization.
- Maintained goal of yearly revenue quota.
- Maintained caseload of over 200 A/R clients.
- Implemented A/R Collection procedures for delinquent state Personal Income Tax and Business Taxpayers involving sales/use, meals tax, room tax, cigarette tax, withholding taxes, corporate excise taxes. Analyzed, audited and processed Individual and Business Tax Returns. Audited and validated Financial Statements. Resolved issues of misappropriation of funds, abatements, assessments, missing tax returns. Administered control of implementation of bank levies, wage garnishments, suspension of driver's license.

**Mildred Elley Business School, Pittsfield, MA**

**Aug 01 – Aug 04 & Jun 10 - Oct 12**

**Student Services- Instructor of Accounting & Business Administration**

### **Responsibilities:**

- Successfully instructed students in the GAAP accounting procedures and fundamental accounting methods in layman's terms so that it was understood and students passed the course.
- Developed excel spreadsheets for grading, attendance and graduation data that would be useful to instructors and administration.
- Instructor in Business Administration, Microsoft Office Suite software and Accounting curriculum. Facilitator in Student Manage Student Resource Center and conduct one on one mentoring services for students. Facilitate Job Workshop Seminars for graduating students. Coordinate Capstone Seminar (2 day workshop) with Students and Assistant Director. Plan and organize all graduation ceremonies for day and evening students. Facilitate, monitor and maintain student attendance and retention. Process monthly and weekly reports for the Administration purposes. Plan and organize all graduation ceremonies for day and evening students.

**TMS Ecommerce Services – Virtual, Mobile, Telecommute Services Jan 2007 – Present**

**Tax Preparation/Tax Liability Resolution/Business Accounting/ Business Consulting, Travel Agent**

- Development in acquiring Business clients
- Advertising and marketing of services
- Job Fairs and Trade Shows
- Customer Service with Vendors and Third Party Companies
- Travel Agent functions-corporate and personal leisure travel arrangements. Hotel, Rental Cars, Airline Tickets, Cruises, Tours, etc. Provided customer service to customers and vendors.

## **EDUCATION**

**M.S., Education, Curriculum & Instructional Technology, Framingham State College, Framingham, MA**

**B.S., Business Administration, Accounting, Massachusetts College of Liberal Arts, North Adams, MA**

## **TRAINING**

Liberty Tax Course, Graduate Dec 2012, PTIN: #P01758779.

H&R Block Tax Course, Certificate Dec 2017 PTIN:#P01758779

## **CERTIFICATION**

Travel & Tourism Agent Certification, Travel Experts Training School, San Diego, CA

**Resume of TERRY M SAUNDERS-BOUCHER**

Universal Accounting, Certification in Small Business Practices & Certification in QuickBooks

**Membership Affiliations**

Southern Colorado Women's Chamber of Commerce

American Institute of Professional Bookkeepers Association

Colorado Notary Public – Commission – December 3, 2018

Massachusetts Notary Public-Commission – July 19, 2024

Massachusetts Justice of Peace-Commission – August 2024