




JONICA DUNLAP-BANKS

CONTACT

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EDUCATION

ASSOCIATE OF SCIENCE IN BUSINESS ADMINISTRATION

Colorado Technical University

March 2020

Relevant Coursework: Business Law,
Accounting, Written Communications,
Marketing, Management Fundamentals,
Spreadsheet Applications, Algebra for
Business, and Management of Human
Resources

SKILLS

Certified Notary
Microsoft Office Suite
Organization
Adaptability
Operations Management
Detail-oriented
Leadership
Funds Reconciliation
Data Entry
Record Maintenance

PROFESSIONAL SUMMARY

Motivated professional with 5+ year experience in administrative support. Able to multitask while remaining attentive to detail to exceed in accomplishment of goals. Interested in leveraging career experience and education to obtain a career that fosters personal and professional development.

PROFESSIONAL EXPERIENCE

TITLE CLERK/CASHIER

Cadillac of Fayetteville

May 2019 – April 2021

- Demonstrated behaviors consistent with Cadillac's vision, mission, and value in all interactions with customers, co-workers, and suppliers
- Processed registrations and transfer of titles while maintaining title records and preparing status reports for distribution
- Managed title documentation by verifying the accuracy of legal title documents required
- Received payments via cash, check, and credit card to issue receipts, credits, refunds, or change due to customers

CUSTOMER SERVICE PROFESSIONAL

H&R Block

January 2019 – April 2019

- Assisted 20 tax professionals and manager with administrative task to include collection of payments, maintaining schedules, updating client's personal information, and placing calls to potentially new clients
- Maintained office cleanliness and organized resources for tax consultants
- Greeted clients in a personalized, friendly, and inviting manner to build rapport and determine the best-suited tax professional to assist the client
- Managed daily revenue sheet and filed appropriate tax document by request

MDM APPLICATION SPECIALIST

IDI Services, Inc.

June 2016 – August 2017

- Retrieved, analyzed, and processed data from both water and electricity meters
- Navigated MDM, CC&B, and RNI (Device Management) to process and forward automated field activities such as starts, stops, disconnects, restarts, and both electric and water meter reads
- Printed over 40 customer invoices daily using the cash cycle system
- Analyzed and filtered meter data using Microsoft Excel while inputting daily records into appropriate systems