

# PATRICIA PRATT

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## PROFESSIONAL PROFILE

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Detail-Oriented, Multi-Tasker, Self Starter, Responsible, Dependable, Dedicated, Creative  
Excellent Organizational, Communication and Time Management Skills  
Interacts very well with all levels of upper management in a professional manner.  
Ability to work independently or in teams and manage multiple priorities.

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## SUMMARY OF QUALIFICATIONS

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- Microsoft Office Word
- Microsoft Office Excel
- Microsoft Office Outlook
- Microsoft Office Power Point
- Microsoft Office Publisher
- QuickBooks 2020
- NetSuite
- PeopleSoft
- Prelude & Sage 300
- Oracle 11i
- Performance Management
- Process Improvement
- Problem Resolution
- Filing capability
- Management
- Leadership
- Training
- Coaching
- Motivating
- Team Building
- Proficient Typist 50+ wpm

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## ACHIEVEMENTS

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Six Sigma Yellow Belt Certificate (Site Inspection Fee Process Excellence Project)  
REIT (Real Estate Investment Trust) Initiatives  
Co-Author of the cookbook, "**Momma and Me Recipes**"

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## EDUCATION

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**BACHELOR OF SCIENCE: BUSINESS MANAGEMENT**  
**University of Phoenix**, Marietta, GA, United States of America

**ASSOCIATE DEGREE: BUSINESS MANAGEMENT AND SUPERVISION**  
**Grand Rapids Community College**, Grand Rapids, MI, United States of America

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## MILITARY

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### UNITED STATES ARMY

Hanau, Germany

#### Subsistence Supply Specialist (76X)

01/1989 to 01/1993

- Served in Hanau, Germany and Fort Ord, California.
- Served in the Gulf War (Operation Desert Storm).
- Honorable discharge as Specialist E-4 in rank.

### UNITED STATES ARMY RESERVE

Lansing, Michigan

#### Administrative Specialist and Assistant Retention (71L)

02/1993 to 11/1996

- Honorable discharge as Sergeant E-5 in rank.

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## EXPERIENCE

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### HEWSAW US INC Garden City, Georgia

#### Office Manager

08/2021 to 03/2024

Duties for this OEM manufacturer include:

- Accounts Receivable, Billing and Accounts Payables
- Knowledgeable in Sage 300. Collected payments from our customers. Emailed statements. Made payments to our vendors via bank draft or ACH. Communicated with customers. Tracked payments for invoices & machine projects.
- Made banking deposits using check scanner. Ran Sage reports documenting profits and losses for the organization.
- MS Office Suite knowledge. Interacted with customers/clients. Created new customer quotes, sales orders, and vendor PO's. Collected and paid technician's timesheets.
- Processed employee payroll and GM commissions via wire transfers. Managed parts depot. Receptionist.

### NOT-FOR-PROFIT ORGANIZATION

Pooler, Georgia

#### Head Treasurer (Part-time)

09/2018 to 02/2024

Duties for this not-for-profit organization include:

- Paid the monthly invoices and expenses reimbursements in a timely manner.
- Entered the weekly offerings, bi-weekly online giving, and expenses into the Jewel accounting software.
- Reconciled monthly MasterCard and bank statements for checking & savings accounts. Created journal entries.
- Generated monthly financial reports for the Board and Finance Committee
- Attended the monthly Board and Finance Committee meetings to discuss financial reports.
- Remitted the offerings collected each month to the Georgia Cumberland Conference
- At the end of each calendar year, provided tax-deductible receipts to donors and 1099's to vendors.

### ROBERT HALF

Savannah, Georgia

#### Staff Accountant (Temporary)

03/2021 to 06/2021

Briefly, for approximately a month each, I worked for Beaufort Jasper Water & Sewer Authority and Imperial Sugar. I was learning Munis and PeopleSoft software and doing accounts receivable, cash applications and general ledger work.

### HIRE DYNAMICS (PAN-AM)

Savannah, Georgia

#### Accounting Administrator (Temporary)

07/2020 to 02/2021

Duties for this dental laboratory included.

- Process the daily metal billings via an Inventrix created system called Labtrac. Billed any additional metal charges like high noble, noble, gold, PFM, and platinum plus.
- Setup new doctors via Labtrac by typing in their name, practice name, bill-to and ship-to addresses, phone, email address, DSO affiliation, and UPS shipping method. Updated doctor accounts when changes were needed.
- Setup & maintained DSO (dental service organizations) groups locations via Labtrac for Great Expressions, Mid-Atlantic, DentalWorks, Perfect Teeth, Bright Tiger, etc.
- Process weekly vendor accounts payables (AP) via QuickBooks 2020 desktop version. Print checks then attach invoices for the CEO to sign. Start the ACH process for some vendors by gathering the backup and notating QuickBooks with ACH payment method. Emailed ACH remittance detail to vendors so payment can be applied accordingly. For a few vendors, their invoices due were paid online via their website. Filed all payment confirmations with backup.
- Setup vendors for automatic payments after customer complete credit authorization request form. On the 15<sup>th</sup> of every month, I manually processed the auto payment via QuickBooks then emailed customer payment receipts.
- Accurately applied customer payments to their QuickBooks accounts then emailed payment receipts.
- Setup then printed and emailed over 1400 monthly statements. Folded, stuffed & stamped envelopes. Dropped off addressed statement envelopes to the post office.
- Made collection calls via phone or email for past due balances. Emailed past due statements.
- Create weekly analysis report from UPS freight bill to include the number of returns, address corrections, etc.
- Filing, answering phones relating to customer payments or billing inquires, among other administrative duties.

**SPARTINA 449, LLC**  
Bluffton, South Carolina

**A/R & Credit Analyst**

**09/2016 to 05/2020**

Duties for this high-end retailer of women's handbags, golf bags and accessories included.

- Input and apply daily check payments and credit memos to customer accounts. Apply Merchant E and AMEX credit card batch deposits to bank checking account. Make online bank deposits for check payments/refunds.
- Collect, monitor, and report on past due invoices for all key, wholesale, and off-price accounts. Research and resolve account discrepancies. Manage & record key accounts chargebacks in a tracker. Investigate chargebacks.
- Research and prepare documentation necessary to grant customers credit on net terms. Complete and request credit reference requests. Maintain Customer and Sales Rep Master records in the NetSuite system.
- Reconcile (4) monthly bank statements for the retail and wholesale business. Create multiple journal entries.
- Run and prepare 5 large monthly sales rep commission reports. Assist in monthly closings and account analyses.
- Prepare then email or mail over 700 customer statements every month. PO Box mail pickup.
- Accounting clerical duties such as filing, scanning and preparation of various filings and correspondence.
- Create and maintain process documentation and assist in development and implementation of new procedures.

**LEWIS-GOETZ AND COMPANY, INC (ERIKS)**

Savannah, Georgia

**Accounts Receivable Lead**

**06/2013 to 09/2016**

Duties for this privately held company that specializes in fabrication of industrial rubber products included.

- Daily account reconciliation in the Prelude accounting software. Assisted the District Manager with special projects.
- Collected up to 1,000 active accounts by reviewing aging reports, placed daily billing and collection calls.
- Posted credit card payments and sent invoice copies upon request. Generated credit memos to correct invoice discrepancies. Generating monthly and weekly statements then delivered them to customers via mail, email, or fax.
- Researched and resolved customer A/R issues. Provide credit references. Entered customer & vendor setups.
- Maintained cash sales receipts. Reconcile monthly petty cash. Processed vendor claims for merchandise returned.
- Created detailed accounts receivable training manual for collectors within the South area.

**AMERICAN TOWER CORPORATION**

Atlanta, Georgia and Woburn, Massachusetts

**Lease Administration Supervisor (A/R Billing Supervisor)**

**07/2006 to 04/2013**

**A/R Billing Coordinator**

**11/2004 to 07/2006**

**Centralized Purchasing Administrator**

**06/2002 to 10/2004**

Duties for cellular tower maintenance/leasing organization included.

- Managed the staff of Billing Coordinators responsible for processing and delivering via mail, email or the web all lease-related services and one-time fee invoices to our customers.
- Researched and resolved any invoicing issues. Created detailed training manuals on the invoicing processes.
- Assigned and managed the daily workflow of staff to process invoice requests efficiently and effectively.
- Managed various billing trackers from generating the list of items to be billed to updating invoice information.
- Worked with internal teams to identify and implement ideas to streamline the billing process on the front end for billing inputs of service projects and onetime fees. Identify ideas for better controls & develop standard procedures.
- Developed key metric reporting and monitored performance of staff to ensure billing accuracy and efficiency.
- Worked with the Billing Manager to develop key metric reports which measured productivity and accuracy.
- Oversaw the billing process for all services and one-time fee billings to ensure accuracy and efficiency.
- Reviewed billing and credit adjustments each month with Billing Manager, A/R Collections and Finance teams to validate accounting, identify issues and improve process.
- Reviewed, processed, and approved credit adjustments to ensure properly coded to the correct GL adjustment or write-off accounting string through Oracle after Collections approval is obtained.
- Prepared & entered customer setups, bill-to/ship-to site setups, and credit request forms in Oracle.
- Provided timely and accurate weekly billing status reports to internal departments to monitor progress of budgets.
- Audited invoices for GL coding accuracy and reconcile them against the daily transaction register.
- Act on issues escalated by Billing Coordinators and/or escalate to management.
- Coordinate the organization of customer POs used as backup for invoice requests to generate invoices in Oracle.