

# RICHARD ANDERSON

Chicago, IL | (123) 456-7899 | anderson@resume-resource.com

## ACCOUNTING ANALYST

Accounting Analyst with cross-functional skills in cost-cutting, data analysis, financial reporting, and project management. Expertise in project management, data analysis, and developing and implementing standard operating policies and procedures to positively impact organizational goals.

## AREAS OF EXCELLENCE:

- Data Analysis
- Administration
- Accounting Analyst
- Project Management
- General Ledger
- Staff Management
- Information Systems
- Accounts Payable
- Quality Assurance
- Change Management
- Vendor Management
- Continuous Improvement

## PROFESSIONAL EXPERIENCE

### Accounting Analyst | ABC Company, Chicago, IL | 2021 -Present

- Analyzed, monitored, and reconciled general ledger, share drafts mobile, deposit, and cash advance accounts.
- Created, sent, and tracked outgoing and incoming cash letters to ensure rapid payment processing.
- Performed manual corrections to ACH, ATM, Check, Mobile, and Wire programs met established standards.
- Rewrote policies and procedures across all electronic banking sources to increase efficiency.
- Proposed and upgraded industry software product, reducing overall time to process payments.

### Electronic Operations Specialist | EFG Company, Chicago, IL | 2019-2021

- Administered electronic banking operations, including originating, processing, and electronic banking applications.
- Oversaw wire transfers, ACH, cash letters, internet banking, ATM, debit cards, and exception item processing.
- Established strong relationships with internal and external customers to ensure overall satisfaction and retention.
- Monitored closed online banking agreements and updated bill pay information.
- Assisted with bill payment disputes, and responded to online customer inquiries.

### Bank Associate | HIJ Bank, Chicago, IL | 2017-2019

- Provided customer and sales support to bank tellers, member services, floor managers, and loan specialists.
- Sold banking, loan, and deposit fee income products and services in-person, over the phone, and in writing.
- Followed up with new customers to address their questions and concerns on various products and services.
- Processed customer transactions and proactively identified red flags that quickly identified fraud and scams.
- Collaborated with Marketing, Accounting, Compliance, and Auditing departments to speed up transactions.
- Opened new customer accounts, approved, and underwritten and disbursed loans.

## EDUCATION & AWARDS

UNIVERSITY COLLEGE, Chicago, IL

Bachelor of Science Degree in Business Administration