
TRACY DURAN

LINKEDIN URL

SUMMARY

I am a motivated professional with extensive experience as an Accounting Administrator and historical researcher, seeking new opportunities to apply my skills in diverse roles. With over nine years of supervisory experience, I excel in bookkeeping, customer service and detailed research, as well as implementing efficient procedures and fostering collaboration. I am proficient in Microsoft Office and SAP Business One; I bring enthusiasm, creativity and a passion for promoting downtown Aurora in every endeavor. I am ready to deliver outstanding results and take on new challenges.

SKILLS

- Typing 61 wpm with 97.7% accuracy
- Marketing and Promotion
- Issues resolution
- Creation of social media presence
- Public Speaking
- Independent research and planning
- Establishing communication among local organizations
- SAP Business One
- Data Entry
- Recordkeeping
- Handling sensitive and confidential information

EXPERIENCE

Accounting Administrator

May 2015 to Present

Vaxcel International Co. Ltd

Carol Stream, IL, United States

- October 2018 - Accounting Administrator - I am self-supervised and take care of accounts payable and receivable. I enter payments from our customers via check, credit card and ACH bank payments through the SAP Business program. I also enter vendor invoices to pay and process payments through our Chase bank account. I check in with customers for payments if invoices are skipped. I process data entry for invoices, payments, new vendors and file necessary paperwork.
- I consult with my Accounting Supervisor and the General Manager about accounts that are 30 days or more overdue. We discuss the next steps for the accounts, whether contacting them or sending accounts to collections.
- Before moving to the accounting role, I was working as a customer service specialist/back-up supervisor/back-up accounts receivable and dedicated customer service representative for 20-to-30 companies. Created new accounts, order entry, phone calls, returns/RMAs/credits/replacements and invoicing. Go-to CSR for representatives. Three-plus years of call center experience.
- July 2016 - Took on the returns department role, in charge of issuing credits for returned fixtures, due to buyers' remorse or damage in transit. Became a "go-to" customer service representative for 20 accounts to test our "Dedicated Customer Service Rep Program." "Go-to" was my original idea and it took off. I was the beta tester for the Dedicated Customer Service Rep Program and it is now implemented for all customer service representatives. I oversee over 50 accounts, making certain that our customers are satisfied with our services.
- June 2016 - Created the "Hometown Advantage Program" and presented it to our General Manager/Sales Manager and Chicago lighting representative.

- May 2016 - became back-up for supervisor duties when supervisor is absent. Approving/proofreading orders.
- February 2016 - became an accounts receivable back-up and worked AR for three months while main AR rep was on leave.
- September 2015 - Started new accounts.
- May 2015-started working as a full-time customer service representative after starting as a temp in April 2015

Accounting Office Supervisor

October 2008 to December 2014

Walmart Store #1818

Aurora, IL, United States

- Accounting office supervisor, April 2009 to December 2014. Responsible for scheduling and in charge of reports, partnered with managers to assist in verifying reports, processing bank statements and verifying all deposits and change orders. Investigated all overages and shortages and partnered with asset protection manager with investigations and potential terminations. Reorganized the office and changed procedures which resulted in reducing daily cash variances from \$2,000 to less than \$100.
- Training coordinator, November 2008 to April 2009. Responsible for training new employees as well as current employees on new policies and procedures. Also trained for position changes and promotions. This position is also responsible for special projects such as community activities and fundraisers.
- Cashier, October 2008 to November 2008

ADDITIONAL EXPERIENCE

- **Security Agent** – Hollywood Casino, Aurora, IL, **United States** – August 2006 – September 2008
- **Special Needs Paraprofessional** – Kendall County Co-Op, Yorkville, IL, **United States** – September 2002 – May 2006

EDUCATION

Journalism, Physics, Earth Science

Waubonsee Community College - Attended

2005

Sugar Grove, IL, United States

AWARDS

- **Recipient of Third Shift Associate of the Month Award, Walmart, January 2009**
- **Recipient of First Shift Associate of the Month Award, Walmart, April 2013**

PROFESSIONAL DEVELOPMENT

- **Created my own Aurora history website, [REDACTED] and Instagram pages Discovering Aurora and Discovering Leland Hotel, Aurora, IL.**
- **Vice President of the Aurora Regional Fire Museum Board.**
- **Created and conducted a presentation of the history of the fires of Aurora titled “Burned into Memory” at the Aurora Public Library on behalf of the Aurora Regional Fire Museum.**
- **Created and conducted a presentation of the history of the Leland Hotel at Waubonsee Community College for the Lifelong Learning Institute.**
- **Conducted Haunted Aurora Architectural tours for Hoof and Horn on information that I had personally researched.**