

RASHEIDA J BURKS

312.824.7644•4065 Twilight Ave•Memphis, TN •rasheida.burks.82@gmail.com

SUMMARY

A business support professional with experience in customer service, administrative support, accounts payable / receivable, payroll, dispatching, and human resources. I am result driven, detail-oriented individual with strong communication, analyzing, problem-resolution and interpersonal skills.

PROFESSIONAL EXPERIENCE

Remittance Processing Associate, FIS Global, INC, Bolingbrook, IL 02/2018-7/2018

- Process customer payments and exceptions using OPEX 50, 150, 3690 scanners, Itran
- Research and adjust exceptions
- Process priority payments
- Other duties assigned as needed
- Overnight shift 9pm-5:30 am

Default Resolution Specialist, FMS Investment Corporation, Rosemont, IL **(Contract)** 06/2017-12/2017

- Inbound/Outbound Calls
- Negotiate resolution of outstanding student loan debt
- Adhere to the FDCPA, Privacy Act, and all federal and state laws
- Customer Service

Operations Management Specialist, United Parcel Service, Franklin Park, IL 03/2016-11/2016

- Process customer concerns/complaints
- Prepare payroll
- Dispatch drivers
- Schedule/Track Freight shipments
- Track, intercept and re-route packages (Domestic & International)
- Prepare various daily reports

Analyst, Northern Trust/Kelly Services, Chicago, IL **(Contract)** 04/2015-12/2015

- Daily investment processing (High-dollar)
- Check referral processing and callbacks
- Unbankables processing
- AML requests/ACH inquiries
- QC new accounts
- Old and outstanding check processing
- Ford Incentive Bonus Program
- Trained partners using Web conference and remote computer programs
- Maintenance que processing; e.g. verification of deposits, interest adjustments, signature cards, indemnities
- Red flag report(RAS/CLP)
- Ford undeliverable mail
- Stop payment processing
- QC outgoing correspondence
- Various other administrative tasks assigned

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Compliance Analyst, Walgreens Co., Deerfield, IL (*Contract*)

11/2014–02/2015

- Assisted in Walgreens “Project Ontario” during Walgreens Corporate re-organization resulting in Walgreens/ Boots Alliance merger, it was necessary to inform and send out new applications to pharmacies in multiple states with strict deadlines.
- Researched information thru searching government body website in order to make the application process easier to follow.
- Retrieved and included required attachments, cover letters, corporate riders, leases, and shipped labels for license application.
- Called Government body to check status of application and to confirm delivery of application back to corporate office.

Lab Technician I /Lab Assistant, Metropolitan Water Reclamation District/ANA Laboratories, Chicago, IL (*Contract*)06/2014-10/2014

- Collected/grinded/blended/filtered/bottled/labeled/weighed/diluted/preserved sewage samples
- Prepared chemical reagents
- Assembled and operated various laboratory apparatus
- Performed sample analysis according to defined procedures
- Maintained records of tests performed/calculate and collate results
- Washed and stored glassware

Operations Secretary, William H. Cafaro & Associates/Kennedy Mall, Dubuque, IA

02/2006-6/2009

- Answered phones (multi-line intercom system)
- Created various reports/spreadsheets/letters; Prepared payroll; Budgeted Input Preparation
- Accounts Payable/Receivable (AS-400)
- Trained/Scheduled CSC staff
- Managed inventory control (office supplies, lottery tickets, gift cards/certificates)
- Maintenance and Holiday Hour Lighting Scheduling
- Processed daily bank deposits
- Trouble-shoot CPU & Program issues
- Fax, Copy, Scan, File and other various administrative duties
- Routed incoming and outgoing mail/shipments (i.e. USPS, UPS, Fed Ex)
- Recorded & distributed staff meeting minutes

EDUCATION & ACCOMPLISHMENTS

Northeast Iowa Community College, Dubuque, IA

08/2009-05/2011

Completed coursework towards a Health Information Technician Degree

High School Diploma achieved, Harold L. Richards High School, Oak Lawn, IL

08/1996-06/2000

- National Honor Society & National Journalism Society; Silver Award, Girl Scouts of America, 1996
- Independent Study in Accounting

TECHNICAL SKILLS

Microsoft Office 365[i.e. Excel (Pivot Tables, V Look-ups), Word, PowerPoint, Access, Publisher, Outlook], Typing (45+ wpm), QuickBooks Pro, AS-400, Reflection 3270, IBS Insight, FiServ Image Viewer, Treasury Passport, Enterprise Relationship Management, XACT/XNET, Northern Image, Customer Service, Human Resources, Problem Resolution, Data Entry, Collections, 10-Key (8,000+ kpm) Invoicing, Bookkeeping, Dispatching and Operate Office Equipment (i.e. printer, copier, scanner, fax).