

Roxann McCusker

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SUMMARY

Seasoned professional with 36 years of diverse experience, including call center customer service, client management, direct bookkeeping and comprehensive accounting management. Expertise in accounts payable/receivable, account reconciliation, and financial reporting; adept at implementing efficient office systems and managing staff. Seeking to leverage positive customer service experience, expertise record keeping and/or analytical skills as bookkeeper servicing clients.

WORK EXPERIENCE

Sky Telecom LLC

United States

Client Services Consultant

Feb 2023 - Present

- Call Center service agent for inbound and outbound calls providing customer support for various companies. Maintained metric of 95% score performance.
- Client management from onboarding to contracting process, communication and ongoing support.
- Provided executive administration services, document preparation, coordinate team meeting and support for clientele.
- Manage full-cycle bookkeeping and payroll functions, ensuring accurate financial record-keeping and timely processing of accounts payable and receivable.
- Develop and implement policies and procedures to enhance operational efficiency, alongside managing records and conducting account reconciliations.

DC International LLC

Wyoming, United States

Office Manager / Executive Assistant

Dec 2020 - Jan 2023

- Managed office correspondence, office inbound and outbound calls, and generated key business documents, ensuring operational efficiency and adherence to professional standards.
- Client management from onboarding to contracting process, communication and ongoing support.
- Executed meeting logistics, including agenda preparation and accurate transcription of minutes, to assist executive decision-making and record-keeping.
- Enhanced office functionality through the development and enforcement of organizational protocols, optimizing daily operations and equipment utilization.
- Streamlined accounting procedures, resulting in the minimization of financial discrepancies and the improvement of case cost management and billing accuracy.

Chadron State College

Chadron, Nebraska, United States

Office Administrator for Dean of Liberal Arts

Jul 2018 - Jan 2021

- Managed daily administrative tasks, ensuring efficient communication and coordination across departmental lines for faculty, staff, and students.
- Maintained precision in data entry for student and faculty records, and systematized record-keeping through the creation of Excel spreadsheets and campus-wide data entry in PeopleSoft.
- Organized scheduling commitments for the dean, contributing to streamlined university business processes.
- Assist with reconciliation of all school budgets and prepare and distribute forms (Accounts payable, Purchase Orders, Expense Reimbursements, Food expenses, etc).
- Assist supervisor and/or other committee members in communicating with students that submitted academic appeals.

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- Assist with building manager by entering maintenance reports and/or request for maintenance into WebTMA system.

McCusker & Company Inc

Accounting Officer

Dallas-Fort Worth TX
June 2009 - May 2018

- Formulated and administered annual budgets within the \$5-10 million range for various operational units, ensuring financial discipline and cost management.
- Instituted accounting policies and control mechanisms, enhancing transaction accuracy and adherence to regulatory standards.
- Conducted comprehensive financial analysis and synthesized reports, informing executive leadership on the organization's financial health and operational efficacy.
- Oversaw a team of five accounting professionals, managing a spectrum of financial operations including general ledger maintenance, transaction auditing, and payroll processing for a call center staff complement of 85.

Empire Today

Accountant Office Leader

Dallas-Fort Worth TX
Dec 2002 - May 2009

- Oversaw daily accounting operations, including cash receipts and bank deposits, collections on outstanding accounts receivable, verified account payable, petty cash management, ensuring accuracy in financial transactions.
- Received and audited sales orders and loan applications, processed payments to independent contractors.
- Inventory receiving and audits, resolving discrepancies.
- Contributed to the resolution of customer billing.
- Oversaw a team of two accounting professionals

Timespace Internet Inc

Accounting Officer

Dallas-Fort Worth TX
Dec 1998 - Nov 2002

- Streamlined warranty business accounting by implementing a tracking system, enhancing audit compliance and report accuracy.
- Instituted accounting policies and control mechanisms, enhancing transaction accuracy and adherence to regulatory standards.
- Conducted comprehensive financial analysis and synthesized reports, informing executive leadership on the organization's financial health and operational efficacy.
- Oversaw accounting professionals, managing a spectrum of financial operations including general ledger maintenance, transaction auditing, and payroll processing for a call center staff complement of 50.

Broadway Plaza Retirement Center and Home Health,

Total Home Health Services, One Day Surgery Center

Licensed Vocational Nurse & Scrub Technician

Dallas-Fort Worth Metroplex
Feb 1990 - Nov 1998

- Maintained patient care and contributed to the provision of high-quality care alongside registered nurses and physicians.
- Educated patients and their families on treatment procedures and meticulously documented patient care progress and observations.
- As a Surgical Technician assisted Physicians in surgical procedures.

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- Specialized in geriatric nursing and Home Health nursing

United States Air Force

Dallas-Fort Worth TX

Missile Systems Specialist Electronics

May 1986 - Jan 1990

- Conducted meticulous inspections and repairs of missile systems, ensuring peak operational performance and reliability.
- Collaborated effectively with a diverse team to coordinate maintenance on missile launching systems, contributing to mission preparedness and strategic objectives.
- Managed and maintained operational budgets, overseeing financial requirements for assets valued at \$100 million.

EDUCATION

Black Hills State University General Studies	1993
Community College of the Air Force Certificate, Missile and Space Systems Technology	1990
Western Nebraska Community College School of Nursing Vocational Nurse	1985
Rushville Consolidated High School	1984

CERTIFICATIONS

Universitat Politècnica de València (UPV) Certification,	
IT Fundamentals for Business Professionals: Enterprise Systems	2019
Intuit Academy Bookkeeping Exam	2024

SKILLS

Attention to Detail, Window 11, iMAC IOS, MS Office, Call Center Customer service, Problem-Solving, Client account management, Bookkeeping – QuickBooks, Financial Statement Analysis, Financial Statements, Accounts Payable/Receivable, QuickBooks Payroll, Gusto Payroll, Sure Payroll