

Kalisha Gilleland

Bookkeeping/H.R./ Sales - Mark's Outdoor Sports

La Jara, CO 81140

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- Provide exceptional customer service skills while under pressure
- Knowledge in generating quantitative data collection to properly research the attitudes, opinions, and necessary variables to generate the proper results.
- Expertise in Quickbooks online, Quick oops desktop, ADP Lightspeed, DX1, ARI Web, ADP Payroll, Microsoft Office (with focus in Excel and Word)
- Detail oriented in all tasks: marketing to bookkeeping
- Developed marketing strategies to increase revenue and profitability
- Revamped and improved a company's (30 year business) mission statement to focus more on customer service and their current needs
- Properly and efficiently answer sales leads and manage the lead management system
- Willing to learn new tasks and meet new challenges head on
- Outstanding leadership skills, and knowledge to know when to lead, and the right time to follow and grow
- Experience with benefits to employees, and managing the day to day Payroll operations within human resources

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Account Manager/Sales

Mark's Outdoor Sports - Alamosa, CO

June 2007 to Present

Provide outstanding customer service to both new customers and existing customers

- Process cash withdrawals, deposits and variety of account payments
- Balanced bank account daily, entered and paid both Accounts Receivable and Accounts Payable efficiently
- Work hand in hand with the CPA to create end of month reports, financial statements and reconcile bank accounts on Quickbooks
- Maintain a clean work space and multitask between all responsibilities (secretarial duties, bookkeeping, customers)
- Selected as acting office manager, when the owner is out of the office

Data Entry

Desert Rose Medical Supplies - Midvale, UT

January 2015 to May 2015

Properly enter all medical data

- Maintained the utmost patient confidentiality
- Efficiently multitasked between answering phones calls from patients and corresponding

messages to the correct clinics

- Consistently improved our customer satisfaction through expert resolutions for any concerns or issues

AEMT - PRN

University of Utah Hospital - Taylorsville, UT

January 2015 to May 2015

at multiple UUH clinic locations in the Salt Lake Valley

- Assessed, monitored, and reported patients symptoms/vital signs at each visit - while providing a safe, clean, and professional environment
- Handled blood transfusions, sutures, IVs, blood vials, and splinting in a safe and clean manner

Life Insurance Agent

Midwest Holding - Lincoln, NE

January 2014 to December 2014

Life insurance licensed since 2014 - currently renewing

- Traveled to shareholders and their friends and family members to provide Annuities and Life Insurance options
- Worked throughout CO and UT and promoted to manager within 3 months, (managed a team of 3 agents)
- Reviewed and analyzed information provided by client to assist them in choosing the best policy for their needs

Education

B.S. in Business Administration in Accounting, Tax/ Marketing Minors

Adams State University - Alamosa, CO

August 2015 to May 2019

Skills

- Bookkeeping
- Accounts Payable
- Microsoft Office (10+ years)
- ADP Payroll (5 years)
- Accounts Receivable (10+ years)
- Management (5 years)
- Account Reconciliation
- EMT Experience
- QuickBooks
- Tax Experience
- Insurance Sales
- Accounting
- Balance Sheet Reconciliation
- Account Management

- General Ledger Accounting
- Event Planning
- Human Resources
- Marketing
- Data Collection
- Office Management
- Sales
- Bank Reconciliation
- Journal Entries
- Salesforce
- Communication skills
- Leadership
- Analysis skills
- Business development
- B2B sales
- Negotiation
- Mentoring
- Project management
- Market research
- Salesforce
- Sales
- Account management
- Customer service
- Communication skills
- B2B sales
- Marketing
- Team management
- Negotiation
- Leadership
- Insurance sales
- Business development
- Customer relationship management
- Human resources
- Data collection
- Wills, trusts, & estate law
- Accounting
- Windows
- Training & development
- Typing
- Remote access software

- Cash handling
- Databases
- Tax experience
- Computer hardware
- Accounts receivable
- Payroll
- General ledger accounting
- Bookkeeping
- Accounts payable
- Account reconciliation
- Office management
- QuickBooks
- Cash register
- General ledger reconciliation
- Balance sheet reconciliation
- Hospital experience
- Medical records
- Vital signs
- ICD-9
- Freight
- Microsoft Excel
- Management
- Microsoft Office
- Contract negotiation
- Time management
- Accounting software
- Relationship management
- Telemarketing
- CRM software
- Inside sales
- Digital marketing
- Inpatient
- ICD-10
- Analysis skills
- Teaching hospital
- Level I Trauma Center
- Medical coding
- Teaching
- Pricing
- Google Docs

- ADP
- Microsoft Powerpoint
- Microsoft Outlook
- Organizational skills
- SAP
- Recruiting

Additional Information

VOLUNTEER WORK

Volunteer Income Tax Assistance (VITA), Volunteer Tax Preparer (February 2018 - April 2018)

- Greeted clients in a professional manner and confidently prepared tax returns for low income families
- Some families included dependents, s.s. benefits, IRA contributions, retirement, and school loans
- Reviewed receipts and documents with the utmost care - to ensure the integrity of the return

Manassa Saddle Club/Manassa Pioneer Day Celebration Committee, (Summer since 2007)

- Club member since 2016
- Cleaned up fairgrounds with the Saddle Club to prepare for the two rodeos and demolition derby
- Accomplished goal of raising \$25,000 in donations, in 1 month for the derby payout "purse"
- Help MPDCC prepare for the July 24th 3 day celebration through preparing floats, hanging signs, Marketing, and reporting on past years hamburger stand sales

Alamosa High School, Piano Performance,

- Play for AHS' high school musicals, and solo performances as needed
- Had the opportunity to play for select students at the ALL STATE Choir Auditions at Western State in Gunnison

Interests

- Dedicated pianist for 20+ years; helped contribute to typing at 96 wpm
- I enjoy spending time with my daughter and son and our fur baby Rosko
- Anything outdoors - snowmobiling, riding rzrs, motorcycles, hiking, wake surfing at the lake,
- Family vacations, and road trips.