

DAGMAR JONES, M.S.

B O O K K E E P E R / A D M I N I S T R A T O R / A C C O U N T A N T

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Highly-skilled office administrator and accountant with extensive experience in managing the accounting cycle, delivering meticulous financial reports, and enhancing economic decision-making through detailed financial analysis. Proven track record in efficiently managing office operations, coordinating schedules, and maintaining precise financial records.

Areas of expertise include:

Accounts Payable | Accounts Receivable | Financial Reporting | Financial Analysis

Customer Service | Budget Administration | Purchasing

Customer Account Management | Strategic Planning

Technical Skills: Microsoft Office | QuickBooks Online | Website Programming | MailChimp

P R O F E S S I O N A L E X P E R I E N C E

Unity of Charlotte

Charlotte, NC | Oct 2023—Present

ADMINISTRATOR/BOOKKEEPER (REMOTE)

- **Oversee Accounts Payable and Receivable**, ensuring timely and accurate processing of invoices, payments, and collections. Maintain precise financial records and streamline financial transactions to enhance efficiency.
- **Generate and analyze monthly financial reports** to inform the financial committee about the organization's financial position, performance, and operational changes. Provide actionable insights to support strategic decision-making.
- **Facilitate budget development and monitoring**, ensuring compliance with financial plans and identifying opportunities for cost savings. Enhance financial efficiency by proactively managing budget adherence.
- **Conduct regular reconciliations of bank statements and financial records** to ensure accuracy and compliance with accounting standards. Maintain financial integrity by identifying and resolving discrepancies promptly.
- **Maintain comprehensive records of all financial transactions**, including vendor payments, customer invoices, and expense reports. Ensure accuracy and compliance with accounting standards through meticulous documentation.
- **Expertly manage office operations** by implementing digital filing systems, optimizing workflow processes, and efficiently handling email correspondence. Enhance productivity and organization through streamlined administrative practices.
- **Design and create graphics** for website events and MailChimp newsletters, **while managing and maintaining the Drupal website** to ensure optimal performance. Utilize technical expertise to enhance visual content and ensure seamless digital operations.

AdventHealth

Wauchula, FL | Sep 2019—Present

OFFICE COORDINATOR/CERTIFIED EXERCISE TECHNICIAN

- **Advance Accounts Payable and Receivable processes**, ensuring accurate and timely handling of invoices, payments, and receipts. Maintain detailed financial records and enhance transaction efficiency.
- **Ensure accurate cash handling and counting**, minimizing discrepancies and maintaining financial accuracy. Manage cash drawer and balance transactions to ensure smooth cash flow.
- **Create monthly, quarterly, and annual financial reports**, delivering valuable insights into the financial health of the business. Utilize analytical skills to highlight trends and support strategic decision-making.
- **Cultivate vendor relationships** by negotiating contracts, processing payments, and maintaining accurate records. Ensure smooth transactions and effective partnerships.
- **Deliver exceptional customer service** by addressing billing inquiries, resolving discrepancies, and ensuring customer satisfaction. **Manage client accounts** for membership sales, cancellations, and holds, maintaining accurate records and fostering positive client relationships.

- **Utilize supply chain systems** to purchase facility and office equipment/supplies, ensuring efficient procurement processes and maintaining optimal stock levels.
- **Teach of group fitness classes** for special populations and conducting **personal training**.

Heart of Florida Organics

Avon Park, FL | May 1996—Sep 2019

DIRECTOR OF OPERATIONS

- **Oversaw daily operations**, ensuring smooth and efficient functioning across all departments.
- **Monitored financial performance**, including budgeting, forecasting, and reporting, to ensure profitability and cost control.
- **Reconciled bank statements and financial records** to maintain accuracy and compliance with accounting standards.
- **Prepared and filed tax documents**, ensuring compliance with local, state, and federal regulations.
- **Directed inventory control processes**, including ordering, stocking, and managing inventory levels to meet customer demand and minimize waste.
- **Supervised and trained staff**, fostering a positive work environment and ensuring high levels of employee performance and customer service.
- **Coordinated marketing efforts**, including promotions, events, and community outreach, to increase visibility and sales.
- **Negotiated contracts** and maintained strong relationships with suppliers and vendors to secure the best pricing and quality of products.

Villa Maria Nursing Home and Rehabilitation Center

Miami, FL | Apr 1994 – Apr 1996

OFFICE COORDINATOR

- **Managed Accounts Payable and Receivable** for the Community Services department, ensuring timely and accurate payments and recording of revenues
- **Prepared and analyzed financial reports**, including balance sheets and income statements.
- **Assisted with payroll processing** and maintained accurate employee records.
- **Administered grant processes**, including application review, fund allocation, and compliance monitoring, ensuring adherence to grant requirements and optimizing fund utilization.

Westin Hotel Cypress Creek

Ft. Lauderdale, FL | Aug 1992 – Mar 1994

FRONT OFFICE MANAGER

- **Supervised daily front desk operations and staff**, ensuring efficient service and resolving guest complaints to maintain high satisfaction levels.
- **Oversaw reservation systems** for accurate bookings and room assignments.
- **Implemented cost control** measures to optimize budget and reduce expenses.
- **Prepared financial reports** and managed the front office budget.
- **Reconciled daily financial transactions** and prepared end-of-day reports during night audits.

E D U C A T I O N

Personal Trainer | 2024

Group Fitness Instructor | 2022

Certified Yoga Instructor | 2008

MS Hospitality Management | Florida International University | Dec 1991

BS Hospitality Management | Florida International University, FL | May 1990