

KIMBERLY J. BONE

EXPERIENCE SUMMARY

Finance and Customer Service Professional experienced in compiling and analyzing financial reports, controls, policies and practices. Highly experienced in performing and managing accounts payable, accounts receivables, and payroll functions within high-volume, deadline-driven environments. Expertise in utilizing a variety of databases, spreadsheets and financial systems to conduct research and analysis of detailed statements, valuations, and documentation to summarize financial positions and conditions. Demonstrated success identifying financial and operational discrepancies, creating corrective action plans, and providing required change recommendations; accurate, detailed recordkeeping skills.

EXPERIENCE

Financial Specialist – Longenecker and Associates

11/2017-Present

Supporting DOE/NNSA/Office of Secure Transportation. Responsible for travel authorization and voucher processing for reimbursement and payroll data entry for Agent Operations Eastern Command federal employees. Perform clerical duties in preparing, maintaining and updating travel and payroll records and reports.

- Meet time sensitive deadlines entering data into the Automated Time and Attendance Payroll System, and ensure all required documents are attached for audit purposes
- Using the travel manager system, create and submit travel authorizations, create and submit vouchers, monitor travel vouchers for payment and print remittance notices
- Provide new hire travel and payroll training to federal employees
- Provide required protection for personal information in accordance with federal regulations
- File and maintain personnel files for timekeeping and travel reimbursements, perform office duties including typing, faxing, scanning/copying documents, shredding unclassified materials and labeling properly, preparing and distributing confidential emails
- Update weekly overtime reports
- Prepare monthly reports and complete special projects as assigned by management
- Provide quality customer service by focusing on customer needs and expectations; timely response to customers questions, requests and concerns

Client Services Representative – CIOX Health, UTMIC

8/2016-7/2017

- Validated all requests for protected health information according to Tennessee State Laws and HIPAA.
- Reviewed medical record to supply information requested electronically.
- Released information requested by the close of business, per University of Tennessee Medical Center policy
- Monitored email for medical record requests, processed according to facility policy.
- Handled a variety of phone calls from providers, attorneys, insurance companies, and patients.

Financial Customer Service Manager – United States Air Force
Eielson AFB, AK**10/2009-06/2010**

- Manage tracking, processing, and auditing of travel payments for over 3,000 personnel.
- Oversee and provide customer support related to payment and travel inquiries, general funding, investigation and resolution of discrepancies and inaccurate reimbursements.
- Maintain vouchers database and conduct transaction audit to ensure accuracy and compliance with internal policies and practices.
- Direct, train, and mentor three-person team in all areas of departmental protocols and operational functions.

Financial Analyst – United States Air Force
Eielson AFB, AK**01/2006-09/2009**

- Supported Civil Engineering squadron as lead budget analyst, accounting for in excess of \$100M annually.
- Performed in-depth operational and project budget analysis, ensuring cost controls were maintained.
- Identified and researched variances in spending trends.
- Communicated findings to applicable persons; inquired regarding expenditures and provided cost containment guidance.
- Researched transactions through internal resource information systems and ensured accurate account posting
- Trained new analysts on financial management systems and budgetary practices.
- "Regulatory guru" on regulations, guidance, and directives regarding appropriate use of government funding.
- Meticulously tracked and recorded over \$9.2M in earned reimbursements from tenant organizations.
- Consistently selected to assist Budget Officer with special analysis projects related to activities executed by team of Civil Engineers.

Payroll Customer Service Specialist – United States Air Force
Bolling AFB, DC**04/2002-12/2005**

- Assisted over 36,000 full-time and retired employees with inquiries and investigations regarding payroll and travel reimbursements, calculations, approvals, and receipt.
- Leveraged in-depth knowledge of internal regulations, policies, and procedures to guide associates through accurate completion of payment voucher and request forms.
- Effectively interacted with all levels of staff in-person, over the phone, and through email communications.
- Contributed to improvements in service and accuracy of requests by researching and implementing new operational procedures.
- Recipient of numerous letters of appreciation and awards for provision of exceptional customer support, attention to detail, and selfless service to all levels of staff working / living domestically and internationally.

**Accounts Payable Specialist – United States Air Force-DFAS
Ford Island, HI**

04/1999-04/2002

- Analyzed invoiced amounts against purchase orders and contract terms, identified and rectified discrepancies, and negotiated terms and discounts.
- Accurately and efficiently processed over 4,200 invoices totaling \$39M with 99% accuracy rate.
- Generated \$46K in costs savings by aggressively negotiating discounts with approved vendors.
- Consistently processed payments in timely manner ensuring compliance with internal standards for 20% in interest penalties below \$200 per million.
- Recovered \$114K in erroneous payments and prevented over \$5K in duplicate payments by maintenance and reference to predator report.

EDUCATION

South College – Graduated 2015

Associate's Degree in Medical Assisting

ADDITIONAL SPECIALTIES

Microsoft Office; Concur Government Travel; Federal Automated Time and Attendance Payroll System (ATAAPS); Federally defined alternate work schedules and associated timekeeping: Compressed, Maxiflex, Gliding, and Flexitour schedules