

# Kimberly A. Rickman

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## Objective

Seeking an entry level Web Design position to enhance and grow the knowledge I have obtained at Pellissippi State College.

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## Skills

Adobe Photoshop	Internet Research
Copying	Microsoft Office(Excel, Word, PowerPoint)
Data Entry	Multi-phone line
Dream Weaver/Fireworks CS5	On Demand
E-commerce	Outlook
Faxing	People Soft program
Filing	Quicktime Pro
Flash CS5	Scanning
HTML/Xhtml code	
Numeric Keypad	

## Education

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<b>Pellissippi State Technical College</b>	2009-2012
Completed Certification 2 Certifications for Web Design	
Assoc Degree in Web Development	2012-present
<b>Business Writing Course</b>	2003-2004
<b>Jefferson Alternative School, GED</b>	1991

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## Experience

**Customer Billing Specialist Wholesale accounts** - Marriott Business Services October 2010-Present

- Perform Billing and Collection procedures on accounts in conformance with account guidelines
- Perform adjustments in business process software as required on assigned accounts in compliance with adjustment policy, Currently have the lowest percentage of 2.0 over 60 days on the team
- Properly use business process software to expedite dispute resolution on assigned accounts
- Prepare refund documentation as required
- Perform bill reprints upon guest request
- Respond promptly to inbound customer and hotel communications via email and voice mail
- Perform area administrative duties as required
- Properly use business process software to support collection duties

**Customer Billing Specialist Corporate accounts** - Marriott Business Services, Louisville, TN August 2007-2010

- Perform ten day calls follow up calls on assigned accounts
- Perform collection calls on accounts in conformance with account guidelines.

- Perform adjustments in business process software as required on assigned accounts in compliance with adjustment policy
- Properly use business process software tools to expedite dispute resolution on assigned accounts
- Prepare refund documentation as required
- Perform bill reprints upon guest request
- Respond promptly to inbound customer and hotel communications via email and voice mail
- Perform area administrative duties as required
- Properly use business process software to support collection duties

**Direct Bill Payment Processor**- Marriott Business Services, Louisville, TN

May 2006-August 2007

- Build payment worksheets in PeopleSoft to apply payments
- Perform Bank of America image research
- Contact clients and/or vendors to identify correct payment applications
- Identify payment deductions and over Payments
- Process refunds due with full documentation
- Act as the primary contact for internal and external payment research
- Multi-tasking ability to access queries, perform adjustments within BTR

**Administrative Assistant/Sales Department**- Llewellyn Publications, Woodbury, MN

1999-2005

- Created, modified, and ran Oracle Discoverer reports pulling data from a data warehouse.
- Pulled data into Excel, for further analysis.
- Handled a variety of bookstore accounts
- Purchased review copies for future book titles
- Maintaining sales library
- Setting up new accounts
- Handled Booksellers prospect web page
- Assisted departments in putting projects together
- Preparing administrative reports
- Excel Spread sheet reports
- Manage & track current and upcoming catalogs
- Assist Foreign Rights department
- Resized images with Photoshop
- Create images on CD for business accounts
- Worked trade shows.

**Receptionist**- Llewellyn Publications, Woodbury, MN

1998-1999

- Answered 10-line phone system
- Purchased office supplies for all departments
- Put together financial statements
- Scheduled meetings
- Faxed out-going items
- Distributed in-coming faxes, and mail

**Customer Service**- Llewellyn Publications, Woodbury, MN

1997-1998

- Taking phone orders
- Tracking orders
- Entering orders

- Issuing credits to customers
- Assisted sales people with different projects.