

# Genevieve Kline

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## Objective

*To obtain a position that will expand my knowledge of City government and allow me to continue to serve my City in a meaningful and productive capacity.*

## Profile

Motivated, personable business professional. Diplomatic and tactful with customers, professionals and non-professionals at all levels. Accustomed to handling sensitive, confidential records. Demonstrated history of producing accurate, timely, and varied reports. Talent for quickly mastering technology.

Flexible and versatile – willing to take on new challenges. Ability to succeed in deadline-driven environments. Also dependable, organized and detail oriented.

## Skills Summary

- |                                      |                                |                              |
|--------------------------------------|--------------------------------|------------------------------|
| ♦ Customer Service (10+ years)       | ♦ Budgeting (10+ years)        | ♦ File Maint. (10+ years)    |
| ♦ Cash Handling (10+ years)          | ♦ Reporting (10+ years)        | ♦ Training Manuals (10+ yrs) |
| ♦ Account Reconciliation (10+ years) | ♦ Process Proposals (2+ years) | ♦ Software SME (1+ year)     |
|                                      |                                | ♦ HR Processes (5+)          |

## Professional Experience

### CUSTOMER SERVICE

- ♦ First point of contact (in person, phone and email) – various employers
- ♦ Customer Service Specialist (issue resolution and mediation) – various employers
- ♦ Strive to provide professional courteous service to external and internal customers – various employers
- ♦ Truthful follow up to inquiries (take the time to find the answer) – various employers
- ♦ Follow up to verify customer inquiries are complete and handled timely – various employers

### BUDGETING/ACCOUNT RECONCILIATION/CASH HANDLING

- ♦ Account Reconciliation – various employers
- ♦ Responsible for maintaining records and creating reports for others – various employers
- ♦ Extensive cash handling experience – various employers
- ♦ Journal voucher creation/CP creation for Accounting – City and County of Denver
- ♦ P2P Training – City and County of Denver
- ♦ Prepare justifications and proposals for office equipment/new processes – City and County of Denver
  - Receivables Edge (convert data entry process to electronic image) – reduction in cost and paper
  - Virtual Remit (move in-house processing to electronic image) - improvement in record keeping/cost

### SOFTWARE SYSTEM FUNCTIONAL DEVELOPMENT / IMPLEMENTATION

- ♦ Authored multiple comprehensive training manuals and job handbooks – various employers
- ♦ Subject Matter Expert (SME) for new Treasury Excise Tax System – City and County of Denver
  - Development – Assisted in configuration of system to align with defined best practices
  - Testing – Conducted user acceptance testing and training of staff utilized as testers
  - Training – Authored end user manuals and led training classes attended by DOF staff
  - On-going SME duties - Assist with issues (tracking with vendor) / Further training and development

### ADDITIONAL SKILLS

- |                              |                         |                          |
|------------------------------|-------------------------|--------------------------|
| ♦ Personnel Record Maint.    | ♦ Office Supply Orders  | ♦ Research               |
| ♦ Report Preparation         | ♦ Document Review       | ♦ Administrative Support |
| ♦ Schedule Meetings / Appts. | ♦ Presentation Creation |                          |

# Genevieve Kline

## Employment History

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DENVER CITY COUNCIL – Denver, CO  
Legislative Assistant, 2011 to Present

CITY AND COUNTY OF DENVER (DEPARTMENT OF FINANCE) – Denver, CO  
Operational Supervisor I, 2008 to 2011

JP MORGAN CHASE BANK, NA – Greenwood Village, CO  
Processing Team Lead, 2005-2007

VETERAN HOME LOANS / NBANK, NA – Englewood, CO  
Office Manager / Assistant to the President, 2001-2005

## Education

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NORTH PARK HIGH SCHOOL – Walden, CO

WESTERN GOVERNORS UNIVERSITY – Salt Lake City, UT  
\*Currently enrolled in BS Business Management – Anticipated Degree 7/2013

UNIVERSITY OF WYOMING – Laramie, WY

ARAPAHOE COMMUNITY COLLEGE – Littleton, CO

## Additional Information

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NOTARY PUBLIC

JUNIOR ACHIEVEMENT VOLUNTEER

### AWARDS

- ◆ City and County of Denver – Dept. of Finance, Employee of the Year – Team Award (Tax Project)
- ◆ JPMorgan Chase – Two Service Stars / 1 Employee of the Month

## References

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### REBECCA JANE LOSH – PERSONAL REFERENCE

Credit Analyst, Wells Fargo Bank, NA  
Volunteer, CASA (Court Appointed Special Advocate – Colorado)  
Cell: 970-389-3299

### JENNIFER STOCKTON – PROFESSIONAL REFERENCE

Project Manager, National Network Services (A division of Chubb Fire and Security LLC)  
Office: 303-302-8447  
Cell: 303-419-2358

### CONNIE SCOTT – PROFESSIONAL / PERSONAL REFERENCE

Special District Management Services, Inc.  
Home: 303-753-0861  
Cell: 720-320-6927