

Genevieve Kline

5821 E. Ithaca Place ♦ Denver, CO 80237 ♦ (720) 878-7419 ♦ gkline@frankkline.com

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)
- ♦ Cash Handling (10+ years)
- ♦ Account Reconciliation (10+ years)
- ♦ Budgeting (10+ years)
- ♦ Reporting (10+ years)
- ♦ Process Proposals (2+ years)
- ♦ File Maint. (10+ years)
- ♦ Training Manuals (10+ yrs)
- ♦ 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.
- ♦ Report Preparation
- ♦ Schedule Meetings / Appts.
- ♦ Office Supply Orders
- ♦ Document Review
- ♦ Presentation Creation
- ♦ Research
- ♦ Administrative Support

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Employment History

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

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

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

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