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# KAREN BEVAN

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Mississauga, Ontario 905-867-3144 ♦ Karen@KarenBevan.com

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## PROFESSIONAL SUMMARY

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Dependable administrator skilled at managing diverse needs in challenging, fast-paced environments. Friendly and energetic professional with remarkable communication and prioritization skills.

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## SKILLS

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- *Windows 10/Office suite 365*
- *QuickBooks Professional*
- *Restore 365; Xactimate 28 & Online*
- *Fleet Complete (GPS )*
- *ServiceMaster University*
- *Restore 365 University*
- *Documentation and control*
- *Program management*
- *Credit and collections*
- *Payroll and budgeting*
- *Account reconciliation*
- *Clerical support*

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## WORK HISTORY

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### **ServiceMaster Restore, Toronto North-Vaughan - Vaughan, Ontario Office Manager, 02/2014 to Current**

- Verify, produce & send out Invoices to all insurance companies, property managers and customers making sure all industry standards are met.
- Review & verify Gross profit sheets for all jobs to verify expenses; maintain commission spreadsheet for all project managers
- Sort, process, verify and input of all vendor invoices and weekly EFT payments for all payables as approved by owners
- Sort, process, verify, input & Reconcile all company credit card statements
- Perform accounts receivables, collect & verify all collections & prepare and perform all bank deposits
- Review & process service work orders, prepare work order report; prepare & process bi-weekly payroll with ADT software when owner requires
- Liaison with insurance adjusters, property managers, sub-contractors, vendors, policy holders, and internal customers to advise and resolve accounting issues
- Maintain Quickbooks accounting software & Job Management software that all insurance and customer information is kept up to date and accurate
- Assist all employees with Job Management software, mobile apps & Health & safety training
- Maintain IICRC industry standards training for all technicians and managers
- Maintain WSIB website with all contractor & vendor information and advising management when vendor is non-compliant
- Review & maintain & order all office & warehouse supplies as well as company uniforms; organize building maintenance as required
- Maintain & organize all company vehicles – insurance, roadside assistance, maintenance

## **Administrative Assistant**

- Assist Head office & Vendor with implementation of Job management software; maintain contact manager database and enter all new claims
- Assist with implementation and creation of accounting software database and maintain accuracy of customer information, data input of credit cards, invoicing, vendor bills and bank deposits & labour
- Produce & obtain work authorization, customer completion form & deposits from customers and assist construction coordinator as needed
- Complete reception duties: answer phone, greet guests & vendors; sort mail
- Liaison with insurance adjusters, property managers, sub-contractors, policy holders, customers & internal customers to ensure each claim handled quickly, efficiently and with consistent quality and service & update job management software
- Maintain & bar-code all company equipment

## **ServiceMaster Restore, Brampton - Brampton, Ontario (2006-2014)**

### **Accounting Clerk**

- Verify, produce & send out Invoices to all insurance companies, property managers and customers making sure all industry standards are met.
- Review & verify Gross profit sheets for all jobs to verify expenses
- Sort, process, verify and input of vendor invoices and credit card receipts; reconcile all company credit card statements maintaining payables are up to date
- Perform accounts receivables; collect and verify all collections & prepare deposits and drop at bank; issue purchase orders for vendors and suppliers
- Review & process service work orders; prepare service work order report; prepare bi-weekly non-management payroll
- Liaison with insurance adjusters, property managers, sub-contractors, vendors, policy holders, customers and internal customers to advise and resolve accounting issues
- Maintain & update new contractor list with WSIB & insurance information
- Health & safety office representative; issuing of all company PPE

### **Administrative Assistant - Construction**

- Liaison with insurance adjusters, property managers, sub-contractors, policy holders, customers & Construction manager to ensure each claim handled quickly, efficiently and with consistent quality and service & update chronicle with department activities
- Produce and issued work authorization, estimates, purchase orders, customer completion form; review vendor quotes & invoices; invoiced jobs producing gross profit sheet
- Sort, process, verify and enter work orders and credit card statements into QB and keep track of adjuster expenses
- Back up reception when necessary, including inputting claims and mail distribution

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## **EDUCATION**

**Diploma: Security & Loss Prevention – 1989**  
Sheridan College - Davis Campus - Brampton, ON  
Law & Security Administration

**Diploma: Meadowvale High School - 1987**  
Meadowvale High School - Mississauga, ON  
Graduated with Honours