

Lorrina Heisey

Accounts Payable | Accounts Receivable | Process Improvement

PROFESSIONAL PROFILE

Forward thinking professional seeking the opportunity to provide accurate, efficient A/P and A/R support in a fast paced office environment. Self directed, results oriented, and highly adaptable to the evolving demands of dynamic workplaces. Demonstrable expertise optimizing internal processes, championing new technology, and adding value to the full cycle of business projects. Proven success driving continuous improvement and making sound business decisions on behalf of organizational leaders. Excels in high-visibility roles that demand strategic innovation, best practice integration, and deep working knowledge of accounting processes, procedures, and regulations.

WORK HISTORY

Accountant; Ensign Wholesale Floral

2017 – Present

Perform complex accounting functions with efficiency and precision.

- ➔ Reconcile cash, checks, credit cards, vendor statements, prepaid cards, and bank information with absolute precision.
- ➔ Process invoices, prepare statements, and issue payments in a timely fashion.
- ➔ Create accurate, complete database records pertaining to new accounts, current customers, and vendors.
- ➔ Demonstrate 100% accuracy when calculating depreciation, inputting journal entries, posting dates, coding GL entries, processing payroll, and completing other detailed tasks.
- ➔ Maintain cash flows through proactive collections and A/R activities.
- ➔ Match invoices against airway bills and truck manifests to ensure correct processing.
- ➔ Uphold regulatory requirements by paying quarterly sales taxes within established deadlines and parameters.

A/P and A/R Accountant; Modern Display Services, Inc.

2010 – 2017

Positively influenced bottom-line results by performing accounts payable (A/P) and accounts receivable (A/R) tasks.

- ➔ Generated \$800K+ in collections revenue in the first six months of employment alone.
- ➔ Analyzed business processes, uncovered opportunities for positive change, and recommended strategies to drive continuous improvement
- ➔ Evolved technical capabilities through new technology adoption, including business reporting enhancements, and implementation of a leading-edge purchase order system.
- ➔ Created detailed accounting records, in compliance with applicable standards and regulations.
- ➔ Promoted the company's reputation for excellence by researching and resolving escalated issues, including A/P concerns, billing questions, and invoicing problems, with appropriate urgency.
- ➔ Processed vendor invoices, performed reconciliations, coded the general ledger, documented internal transfers, deposited funds, managed expense reports, and executed other accounting functions within strict guidelines.
- ➔ Helped successfully onboard new clients by opening and assigning accounts.
- ➔ Compiled, generated, analyzed, and delivered reports that drove decision-making up to the senior leadership level.
- ➔ Verified account balances, funds received, and other transactions in meticulous detail.
- ➔ Displayed unimpeachable integrity when handling cash, checks, vouchers, ACH, and wire transfers.
- ➔ Leveraged working expertise in Positive Pay, Netsuite / Oracle, and other systems to maximize productivity.
- ➔ Supported the employee orientation process by distributing new hire packets, coordinating e-verify processes, explaining benefits, and enrolling team members in insurance policies.
- ➔ Managed legal documentation and tax forms, including W-9s, tax-exempt certificates, 1099s, and 1096s.
- ➔ Reduced costs by optimizing procurement strategy, negotiating purchasing terms, and managing inventory controls.
- ➔ Supported HR, retail, office management, and other operations, as dictated by business demands.

Owner and Operations Lead; Serves 'Em Right

2009 – 2010

Originated, launched, and managed a small business in the competitive process server industry.

- Served legal papers, including summons, complaints, subpoenas, appeals, and motions, in adherence with the state's established processes and requirements.
- Plotted efficient routes, to ensure total compliance with delivery instructions and fuel policy.
- Demonstrated absolute professionalism under challenging or high-stress working conditions.

Self-Reliance Specialist; Idaho Department of Health and Welfare

2002 – 2008

Provided case management services that helped maximize independence, increase self-sufficiency, and connect community members with the resources they needed to thrive.

- Helped clients navigate the complexities of social services by analyzing their needs, recommending success strategies, and making referrals to potential employers, training opportunities, and other agencies.
- Translated client goals into actionable plans to achieve economic self-reliance.
- Exercised sound judgment that reflected subject matter expertise in procedural and legal requirements.
- Coordinated with cross-functional colleagues, program participants, service providers, external agencies, and the legal system to support clients and facilitate progress.
- Demonstrated a high degree of empathy and compassion when recommending behavioral changes, conducting sensitive interviews, and negotiating service terms.
- Diffused charged situations through creative problem solving and formal conflict resolution strategies.
- Unified participants, families, employers, the courts, and other parties around specific, achievable objectives.

Correctional Officer / Therapeutic Counseling Lead; ID Department of Corrections

2000 – 2002

Monitored the conduct of 1300+ offenders, with an emphasis on remediating behaviors that compromised safety.

- Investigated incidents, prepared reports, and implemented strategies to promote positive transformation.
- Issued warrants, conducted background checks, and prepared documentation in compliance with legal standards.

Warranty Administrator; Western States Equipment

2000 – 2001

Delivered polished administrative support in a fast-paced, service-oriented environment.

- Maintained critical business information, including work orders, correspondence, and confidential records.
- Leveraged technical proficiency to verify returns, document transactions, and code warranty settlements.

Assistant Branch Manager; Material Handling

1993 – 2000

Assumed roles of progressively challenging scope and complexity, beginning as a parts driver and earning multiple promotions, culminating in a senior local leadership position.

- Significantly improved customer relations, resulting in 22% YOY new business growth.
- Provided exceptional service to 20+ clients on a daily basis, moving seamlessly between sales, scheduling, parts ordering, inventory control, delivery, recovery, and customer service functions as needed.
- Managed vendor relations to reduce costs, minimize shipping delays, and secure the highest quality of service.
- Strengthened client relations through hands-on account management activities, timely dispatch of service personnel, and fast, friendly communications.
- Coordinated payroll, timesheets, general ledger entries, A/P, A/R, purchasing, tax reporting, bank statements, month-end close procedures, and other accounting tasks.

ADVANCED TRAINING

BSU Supervision I ❖ Verbal Judo ❖ Police Technology Training ❖ Therapeutic Community Training ❖ Notary Public