

# KETURAH SCOTT

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## HUMAN RESOURCE MANAGEMENT

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Accomplished, diversified, hands on professional with experience in people management, productivity and relationship building. Poised to impact organizational success through leadership in human resources. Knowledgeable in accounting practices also using accounting software programs. Proficient in training and development and benefit administration for new hire employees.

## EDUCATION

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Southern New Hampshire University, Manchester, NH June 2018  
**Bachelor of Science in Business Administration; GPA 3.8**

Yorktowne Business Institute, York, PA June 2008  
**Associate in Specialized Business - Computerized Accounting; GPA 3.1**

## QUALIFICATIONS & SKILLS

- Acknowledged for written, verbal, presentation and facilitation skills
- Knowledge of PeopleSoft HR Modules
- Proficient in QuickBooks, Peachtree, and MAS90
- Develop and implement performance management plans, succession planning
- HRIS / Compensation / Benefits Administration
- Demonstrated skill in training and coaching
- Proven skill in use of Microsoft Office Suite

## PROFESSIONAL EXPERIENCE

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**Technical Analyst/Supervisor**, Conduent, Secaucus, NJ January 2011 - Present

- Prepare and design training materials for new hires using MS PowerPoint and Word.
- Develop training plan and assess progress using training and development skills to roleplay and ensure new employees know and understand client benefit material.
- Prepare monthly and quarterly department data reports using PASS database query system and Excel to compile data.
- Oversee all communications being distributed to customers, using quality control skills for accuracy on mailed documents regarding benefits to a beneficiary.
- Subject matter expert for Health and Welfare and Retirement benefits, main point of contact for team members regarding difficult questions and to process certain requests or transactions.
- Delegate work load and assignments among team members, using leadership skills to fairly distribute assignments based on employee strengths.

**Accounts Receivable/Accounts Payable**, Perform Group, LLC, York, PA 2006 - 2011

- Processed daily reconciliations using an AS400 accounting reports.
- Printed billing invoices using an AS400 computer system.
- Processed electronic deposits as needed using bank check scanning system.
- Maintained customer resale or exemption tax status running monthly AS400 query for expiration dates and contacting customers as needed. Data entry skills used to update new data when received.
- Filed unclaimed property returns using the online electronic system designed by each state.
- Input bills into accounting system using MAS90 accounting system and updating correct ledger accounts.
- Weekly check processing using MAS90 accounting system to pay outstanding company debts and utilities
- Maintained monthly check journal using MS Excel.
- Printed and mailed annual W2 tax document to required vendors from MAS90 accounting system.

**Human Resources / Office Manager**, SIR, York, PA 2001 - 2006

- Customer Service Representative accepted orders for new hire phones and activated services.
- Data Entry Clerk converted paper files to an electronic record keeping system using an AS400 database.
- Business to Business Sales with communication and sales experience gained.