

Shatondra Asor-Sallaah

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Experienced professional with a background in financial management, client account handling, and operational efficiency. Skilled in maintaining accurate records, managing invoices, and ensuring compliance with financial procedures. Looking to contribute my expertise and support the financial operations of a progressive workplace

Experience

SEP. 2023 – PRESENT

Optometric Technician | Mills Eye Care | Mooresville, North Carolina

- Maintain client records, send invoices and financial statements.
- Explain financial procedures and reports to clients.
- Conduct basic financial assessments and data entry. Input transaction details verified account balances, and reconciled discrepancies.
- Assist with the verification of insurance benefits and eligibility, ensuring seamless patient experiences and compliance with regulatory requirements.

FEB.2022 – SEP. 2023

Optical Manager | Accuvision | Mooresville, NC

- Ordered supplies and ensured equipment met safety standards, managing budgets and reducing costs.
- Submitted work orders for eyeglasses and contact lenses, ensuring accurate billing and timely payment collection.
- Maintained client records, managed customer accounts, and ensured accurate documentation of all financial transactions.
- Acted as a liaison between patients, opticians, and other medical staff, ensuring clear communication and efficient resolution of issues.
- Developed and implemented strategies to improve patient outcomes and increase customer satisfaction, focusing on financial efficiency and service quality.

AUG.2020 – FEB. 2022

Customer Service Associate | Lowes | Mooresville, NC

- Worked closely with team members to ensure smooth operation of the sales floor and efficient handling of customer transactions.
- Provided excellent customer service by addressing inquiries, resolving issues, and ensuring a positive customer experience.
- Ensured the accuracy of cash drawer contents by counting cash, comparing totals with transaction records, and resolving discrepancies.

FEB.2019 – AUG. 2020

Team Lead | VisionWorks | Charlotte, NC

- Engaged with clients to understand their needs and recommend products and services that meet their requirements, ensuring satisfaction and repeat business.
- Consistently met and exceeded daily sales targets by delivering excellent customer service and ensuring a positive customer experience.
- Executed day-to-day operational activities to support the store's financial and customer experience goals, including opening and closing the store in lead positions.

MAY.2014 – FEB. 2019

Sales Advisor | MyEyeDr | Durham, NC

- Provided outstanding service by understanding client needs and offering tailored advice, ensuring a positive client experience.
- Assisted clients in selecting products by using detailed knowledge of product lines and options to make informed recommendations, enhancing client satisfaction and sales.
- Consistently met and exceeded sales targets and office goals through effective relationship building and trust with clients.

Skills

- Financial Analysis and Reporting
- Accounts Payable and Receivable
- Cash Handling and Reconciliation
- Financial Record Keeping
- Customer Service
- Insurance Benefits and Compliance
- Operational Management
- Data Entry and Accuracy
- Problem Solving and Troubleshooting
- Proficient in Microsoft word, Access, PowerPoint, and Excel (including formulas, pivot tables, and VLOOKUP)
- MySQL

Education

Master of Information Science | North Carolina Central University

- Concentration - Strategic Information Management
- GPA: 4.0
- Expected Graduation: Spring 2025

Bachelor of Science in Accounting | UNC Charlotte

- Alpha Sigma Lambda Honors Society
- Cum Laude