

MONIQUE DAVIS

HEALTHY TEEN NETWORK

www.HealthyTeenNetwork.org • 443.216.1347 • Monique@HealthyTeenNetwork.org

SKILLS & SUBJECT AREA EXPERTISE

Detail oriented operations coordinator with over 28 years in the customer service field and office management. Strong collaboration and management skills. Extensive knowledge of process optimization and data analysis. Committed to promoting the highest standards and company values in the Operations department with Healthy Teen Network.

EDUCATION

COMMUNITY COLLEGE OF BALTIMORE COUNTY, BALTIMORE, MD

Associate of Arts, Computer Information systems/IT

PROFESSIONAL EXPERIENCE

ACCOUNTS RECEIVABLE/ ADMINISTRATIVE & ACCOUNTING COORDINATOR

HEALTHY TEEN NETWORK, BALTIMORE, MD

2023 - PRESENT

Provide bookkeeping support using QuickBooks Online. Entering and reconciling credit card charges, invoices, and annual conference and fee-for-service training receivables. Building and maintaining tax exempt files for annual conferences and training locations. Maintaining contract files. Maintaining Salesforce and Eventbrite data management. Provide contract file organization. Maintain member records in Salesforce. Support annual conference, trainings, and other events.

OFFICE MANAGER

CARDINAL MOTORS, BALTIMORE, MD

2017 – 2022

Responsible for hiring, training, and supervising employees. Conducted cash reports, and daily bank deposits. Facilitated office duties including scheduling, multiline phone system. payroll, accounts receivable and online content.

CUSTOMER SERVICE CONSULTANT

LIFE FX TRAINING, BALTIMORE, MD

2011-2015

Managed schedules, communicated with clientele, and managed calls/emails. Networked to help business grow online/social media. Input customer information into system.

