

CASSIDY KIRKHAM

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SKILLS PROFILE

- Effective cross functional communicator
- Solutions oriented
- Rapid and adaptive
- Skilled multitasker with excellent prioritization skills
- Proficient in PSL, SmartAccounting, Greenslate payroll implementation software
- Expert in Microsoft Office & Google Suites, Asana, Jira, Salesforce, Zendesk

EMPLOYMENT HISTORY

Payroll and AP accountant - Various film productions 3 years, 9 months (pg 2 for film credits)

- Handled processing of start paperwork and weekly payroll within appropriate deadlines
- Created, audited, and submitted end of project payroll registers for studio review
- Cooperated with unions (SAG, DGA, and IATSTE) to ensure accurate time keeping and benefit compensation
- Worked directly with production accountant and controller on studio and tax incentive audits
- Created and implemented policies and procedures in order to effectively transition project between studios
- Resolved complex, high priority issues while maintaining existing workload.
- Processed AP and purchase order entry in an accurate and timely manner
- Managed Per Diem distribution for cast and crew, Petty Cash advances and envelopes, and P-card accounts
- Created and input journal entries
- Maintained accurate record keeping on a physical and digital level within both AP and payroll capacities

Client Success & Onboarding Manager - Thumbtack 1 year 3 months

- Understood customers' professional strategic goals and challenges, providing support through appropriate education and coaching, 1:1 consultations, and actionable advice
- Promoted Pro advancement through the onboarding phase and facilitate proper handoffs to other teams
- Worked seamlessly and cross-functionally with multiple teams to improve processes, including hand-offs with Sales
- Provided new Pros with a "white glove" experience, ensuring extensive knowledge of best practices and resources
- Prioritized outreach efforts to mitigate churn based on customer health to position customers for revenue growth
- Built and executes account and action plans

Onboarding Specialist - NFFS/Peak Payment Solutions 12 years

- Worked with state and federal agencies to ensure company policies met standard compliance guidelines and laws
- Evaluated and accurately converted membership data and business content from outside databases
- Analyzed financial and membership data to provide billing and retention trends and forecasting to clients
- Authored, implemented, and maintained standardized processes for onboarding new clients and employees
- Successfully onboarded new businesses using documented processes to build revenue growth opportunities
- Assisted development team with troubleshooting, research, and testing of new point of sale and club management software and website features

Expert Support Representative - ExpertVoice 11 months

- Frequently utilized Jira, Salesforce and Tableau to track and maintain ongoing projects and tasks
- Accurately and efficiently managed high-volume phone, chat, and emailed customer service inquiries
- Consistently exceeded department quarterly goals for resolution and satisfaction ratings
- Worked with department manager to create more efficient processes for maintaining workload by implementing staggered scheduling system
- Provided proactive, seamless customer support resulting in high-level customer satisfaction
- Enforced compliance with company and client order guidelines and best practices

List of Productions

- **Image of You Productions, Inc., “The Image Of You”** May 2023-July 2023
- **7002 Inc., “Haul Out The Holly 2”** Mar 2023-May 2023
- **7001 Inc., “Spring Breakthrough”** Jan 2023-Mar 2023
- **Swingle Productions, Inc, “Winter, Spring, Summer, or Fall”** Oct 2022-Jan 2023
- **5004 Inc., “The Holiday Stocking”** Aug 2022-Oct 2022
- **5003 Inc., “Haul Out The Holly”** Aug 2022-Sept 2022
- **5001 Inc., “Love in the Limelight”** April 2022-June 2022
- **Hadley Productions, “Best Christmas Ever”** Feb 2022-April 2022
- **Netflix, Slopes Productions, LLC “Falling For Christmas”** Oct 2021-Dec 2021
- **Housewives Productions, Inc. “Real Housewives of the North Pole”** June 2021-Sept 2021
- **3486, Inc. “Sweet Pecan Summer”** May 2021-July 2021
- **Lola’s Boys, Inc. – “Good Joe Bell”** March 2019-June 2019
- **Fire & Ice Productions, Inc. – “Yellowstone” S.1 & 2** May 2018-Feb 2019