

Alanna Reid

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Personal Profile

I am a highly organized, detailed oriented, and dependable person. I bring energy and drive to every job or assignment, have excellent interpersonal communication skills, and a proven track record of meeting the needs of clients, supervisors, and stakeholders. I am skilled in accurately completing necessary paperwork and keeping meticulous records. Adept in learning new technology, I have excellent computer skills and experience with various software programs. I am extremely teachable and willing to learn new processes and skills. I understand that each unit within the organization is an integral part of the organization and cooperation between units is essential.

Education

BACHELOR OF SCIENCE | AUGUST 2026 | OLD DOMINION UNIVERSITY

- Major: Leadership

ASSOCIATE DEGREE | MAY 2018 | SOUTHSIDE VIRGINIA COMMUNITY COLLEGE

- Major: Associate of Arts and Science

Skills & Abilities

ADMINISTRATION

- Extensive experience with Microsoft and iOS operating systems and various software systems. Ability to maintain organizational operations and provide support for continuity in the administration of programs, policy, and procedure within the organization. Excellent record keeping skills and ability to identify needs of clients and assist them in resolving any issue.

COMMUNICATION & COOPERATION

- Communicate and analyze circumstances to best counsel clients, provide a welcoming atmosphere for the community I serve; provide expertise to clients in filling out forms and scheduling appointments, answer phone calls and voicemails promptly and direct phone calls to appropriate facility personnel. Comfortable with public speaking in small groups and large groups.

Experience

JUNIOR ACCOUNTANT | MECKLENBURG ELECTRIC COOPERATIVE | NOVEMBER 2024 – CURRENT

- Review invoices for payments to ensure compliance with Cooperative policies and RUS requirements; prepare and maintain accounts payable to accurately and efficiently make payments and understand how data integrates into other systems; ensure proper sales and use tax is applied and remitted to the proper jurisdiction and assist with any state tax audit and year-end audit by preparing schedules, various monthly auditors' working papers, and prepare auditors' annual working papers; obtain W9 information for new vendors and preparing 1099 year-end tax forms required by law; manage cash to ensure availability and efficient use of funds; maintain the general ledger in accordance with policies and procedures, RUS requirements and generally accepted accounting principles for easy decision making and control; distribute monthly financial reports to all designated employees and Board of Directors;

assist in reconciling various general ledger accounts monthly to assure correct reporting of current operating results and financial conditions; manage assets, track physical inventory, periodically analyze plant accounts and coordinate with other departments to verify accurate inventory and tracking of assets; maintain, reconcile and reimburse petty cash fund; prepare and file monthly, quarterly, and annual taxing entity reports such as state and federal tax forms, gross receipts, sales and use, and utility local consumption taxes for the Cooperative and all subsidiaries; assist the Cooperative in any way needed during emergency outages, major storm occurrences, and outage restoration efforts; participate and carry out duties and responsibilities for the purpose of the Cooperative's annual meeting.

MEMBER SUPPORT REPRESENTATIVE | MECKLENBURG ELECTRIC COOPERATIVE | FEBRUARY 2024 – NOVEMBER 2024

- Deliver excellent member support by addressing and directing members' needs through billing and collection procedures, account endorsements, and maintaining all Cooperative's policies and procedures safely, utilizing Cooperative's member care and billing software by ensuring accurate data input, preparing service orders, payment arrangements, record changes, and member data, notifying management of all delinquent accounts collected, operating and reporting outages and retrieving outage information to assure timely restoration, familiarizing Cooperative service boundaries and mapping system, process disconnection notices, maintaining current knowledge of Cooperative's rates, service terms and conditions, assisting in any way needed during emergency outages and storm occurrences.

WIOA YOUTH CAREER DEVELOPMENT SPECIALIST | VIRGINIA CAREER WORKS | JULY 2022 – JANUARY 2024

- Conduct outreach and marketing to internal and external partner agencies to promote WIOA Youth Program activities to potential participants. Complete eligibility documentation process with interested applicants in compliance with WIOA Youth Program parameters. Manage electronic and paper files for all current and closed clients adhering to confidentiality and compliance requirements. Advise WIOA Youth participants on potential career pathways in current region. Coordinate the provision of access and delivery of program elements identified in the WIOA Youth Program legislation by referring to external partners, coordinating with internal partners and providing elements requested and necessary to achieve success. Complete monthly reports for Program Manager and Executive Director with key attributes of success with WIOA Youth Program.

ASSISTANT GENERAL MANAGER | BUFFALO WILD WINGS, LLC. | NOVEMBER 2021 – JULY 2022

- Responsible for all employee hiring and training, including I-9 documentation and W-4 forms. Project Manager for all new rollouts and monthly activations – this includes ensuring employee training is complete and employees are clear on substitutions for inventory purposes. Input data for inventory counts, manage store inventory, and change recipes based on supply availability. Verify and input employee time and pay rate and gross up employee pay to hourly rate as needed. Conduct audits of safe and ensure cash drawer balances and deposits are accurate, reconcile database system to cash balances in store, handle all customer complaints and resolve issues between the store and the customer, file official complaints for any overcharges or tip inconsistencies.

SERVER | BUFFALO WILD WINGS, LLC. | AUGUST 2020 – NOVEMBER 2021

- Take orders, answer questions about the menu and food, sell the restaurant's food and drinks, take payments, communicate orders with kitchen staff, greet and seat customers, and establish a fun, safe and inclusive environment for all.

PROJECT ADMINISTRATOR | WALBRIDGE | SEPTEMBER 2019 - APRIL 2020

- Assist in planning, developing, coordinating and managing onsite construction activities for construction projects, working in a highly skilled and collaborative team environment.

CONSTRUCTION LABORER | MICHELS CORPORATION | FEBRUARY 2018 – AUGUST 2019

- Assemble and disassemble temporary construction structures; drive, direct and navigate company vehicles safely to current job sites; cultivate land and assist craft workers; deliver construction materials to various job sites.

ADMINISTRATIVE ASSISTANT | HUGHES, GREGORY AND WELLS AGENCY, INC. | JULY 2014 – FEBRUARY 2018

- Mail out reminders for renewing policies and cancellations, conduct calls and maintain data; troubleshoot concerns for prospective clients and ran needed reports in Applied TAM data systems. Use a document imaging system daily to ensure accurate records of customer files; organize images into customer file and update as necessary.

FINANCIAL AID WORK STUDY | SOUTHSIDE VIRGINIA COMMUNITY COLLEGE | AUGUST 2016 – DECEMBER 2017

- Upload student information and class schedules into SIS data systems; troubleshoot student concerns and maintained filing system for all students in SIS data systems.