

# Hannah Larson

## **Analyst**

Smithfield, RI 02917

[hannahlarson64\\_b7f@indeedemail.com](mailto:hannahlarson64_b7f@indeedemail.com)

401.808.0096

Willing to relocate: Anywhere

## Work Experience

---

### **Settlement Accounting Analyst**

CVS Health - Woonsocket, RI

May 2018 to Present

- Engage with various teams and vendors to implement and review project testing
- Complete monthly reconciliation of collegiate card programs and following auditing entry
- Prepare and distribute weekly reporting for credit card programs
- Review and explain collegiate card cash loss variances to store leaders
- Research and resolve variances for sales/transaction loads
- Arrange detailed monthly analysis reporting for upper management
- Assist in reviewing resumes and interviewing new candidates for the team
- Manage organization of team's vacation and prepare time-off forms

### **Settlement Accounting Lead Associate**

CVS Health - Woonsocket, RI

February 2016 to May 2018

- Organize and lead team meetings as well as prepare meeting minutes
- Prepare detailed analysis reporting of chargeback to sales activity
- Research and communicate store reporting inquiries regarding credit card P&L losses
- Arrange, investigate and resolve monthly outstanding credit card transactions and corresponding journal entry
- Trouble shoot issues as they arise and work with assorted teams for escalation and resolution
- Investigate disputed chargebacks and follow up on outcome
- Assist in the organization and execution of training new/existing team members
- Update procedures to assist in new trainings

### **Settlement Accounting Associate**

CVS Health - Woonsocket, RI

February 2014 to February 2016

- Research and obtain support for time sensitive credit card draft retrievals and credit card disputes
- Identify fraud trends and report these issues to the team, field, and Loss Prevention
- Process weekly check deposits and corresponding journal entry for collegiate card programs
- Complete daily banking ACH deposit reports and resultant weekly summaries
- Correspond with various vendors to maintain and update program information
- Support escalated customer service incidents regarding financial transactions
- Daily and monthly reconciliation of all transactions keyed in Virtual terminal

## **Customer Care Specialist**

CVS.com

March 2009 to February 2014

- Achieved Exceptional Performance awards in 2010, 2011, 2012
- Train new employees
- Compile reports in MS Excel for returns, replacements and missing items
- Resolve customer inquiries via e-mail and telephone in a courteous and efficient manner
- Maintain updated knowledge regarding changes related to CVS.com, CVSphoto.com and mobile applications
- Assist customers with all navigational, technical, and order inquiries
- Support supervisors with researching credits and replacements to ensure accuracy
- Create standard operating procedure manuals in MS PowerPoint for new trainees

## **Education**

---

### **Bachelor's in English**

Rhode Island College

2015 to 2018

### **A.A. in Liberal Arts**

Community College of Rhode Island

2011 to 2014

## **Skills**

---

Excel, training, SAP, Microsoft Excel, Data Entry, accounting, credit, Outlook, MS Office, Microsoft Word

## **Additional Information**

---

- 5+ years of corporate finance and customer service experience
- Superior communication skills, both written and verbal
- Excellent organizational, research, and problem-solving skills
- Comprehensive knowledge of many computer programs and applications, including but not limited to:

Microsoft Word, Access, Excel, Outlook, PowerPoint, Mainframe, CSA, CRM, Micro Strategy, ATG, Obiee, Stratus, PeopleSoft, NVision, Electronic Journal, Vantiv IQ, LedgerRec, Cadency Certification, Reconnet, Discover eCentral Pro, RX Data Warehouse, SAP, Fiori, and Wells Fargo Merchant Site