

SHAWN UKURA

Oakdale, Minnesota | (651) 600-5179 | s.ukura@yahoo.com

Organized, resourceful, high-powered leader with 40 years of experience leading customer-facing initiatives. Strong ability translating business requirements into executable tasks while motivating teams through continual guidance, direction, development, and coaching. Robust expertise across industries with roles spanning from account management, operations, finance, and Food/Beverage. Ready to utilize extensive planning, influencing, managing, and customer service experiences to effectively drive business trajectory.

Professional Experience

Accounts Payable Specialist | Allina | Minneapolis, MN | January 2024 – March 2025

- Processed a high volume of invoices in the Accounts Payable department, significantly improving efficiency and accuracy by utilizing Workday & GHX ERP, leading to a 20% reduction in processing time.
- Reduced statement reconciliation and match exceptions by 15%, ensuring payments adhered to company and regulatory standards, through meticulous audit and issue resolution processes.
- Enhanced the resolution of moderately complex issues by 25% through in-depth research and problem-solving, improving invoice payment status accuracy and vendor satisfaction.
- Achieved a 98% accuracy rate in invoice processing by rigorously auditing and preparing invoices for system entry, strengthening vendor relations and streamlining payment processes.
- Delivered exceptional customer service to internal and external customers, resolving inquiries promptly, which maintained a 100% satisfaction rate and supported departmental operations.

Accounting Specialist | Telemetry & Process Controls Inc. | Oakdale, MN | July 2022 – March 2023

- Enhanced financial reporting integrity by accurately coding invoices and records, resulting in a 15% reduction in errors during audits and increasing company credibility.
- Streamlined financial processes through automation, reducing manual errors by 20% and saving 10 hours per week in data entry, enabling more strategic analysis.
- Strengthened cash flow management by managing budgets and accounts receivable, leading to a 10% reduction in overdue payments and improved financial stability.
- Improved vendor relationships and negotiated favorable payment terms, resulting in better supplier discounts, and reducing procurement costs by 5%.
- Achieved 100% accuracy in calculations and figures, providing reliable financial data for decision-making and reducing financial risks.
- Implemented a new expense tracking system, reducing expense processing time by 30% and improving employee satisfaction.
- Collaborated with the sales team to analyze customer payment patterns, leading to new credit control measures and a 10-day reduction in accounts receivable days, improving cash flow.

Accounting Specialist | CHS | Inver Grove Heights, MN | Dec 2021 – July 2022

- Investigated and resolved discrepancies, achieving a 95% accuracy rate in invoice processing and payment records, ensuring precise financial reporting.
- Processed invoices, adjustments, and wires accurately and promptly, contributing to smooth financial operations and timely payments, resulting in improved vendor and client relationships.
- Reviewed contracts and collaborated with vendors and carriers to resolve billing issues, reducing errors by 20%, and enhancing financial accuracy and efficiency.
- Maintained accurate financial records and databases, ensuring data integrity and accessibility, providing reliable financial information for decision-making and audits.
- Utilized various software and tools, including CMIS, GM400, Outlook, Excel, and Word, to streamline daily tasks and improve efficiency, saving 15 hours per week in manual data entry.
- Developed and implemented new expense tracking procedures, reducing expense processing time by 30% and improving expense reporting accuracy.
- Led cross-functional teams in process improvement projects, resulting in a 25% reduction in invoice processing time and more effective communication between departments.

A/P Specialist | Total Refrigeration and HVAC | South St. Paul, MN | Feb 2019 – Mar 2021

- Identified and resolved operational/performance issues that impacted invoice processing efficiency, improving processing time by 30%.
- Oversaw 100 daily and 50 weekly payments, identifying and resolving mistakes as needed to ensure accurate and timely processing.

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- Enhanced client satisfaction rates through active listening, continued support, and securing appropriate services, resulting in a 20% increase in client retention.
- Served as a liaison for cross-functional teams, facilitating seamless implementation of improvement plans and changes.
- Enabled sales growth by optimizing outdated procedures and highlighting features, resulting in a 25% increase in sales revenue.
- Successfully negotiated credit extensions to assist customers in paying overdue accounts, improving cash flow and customer relationships.

Customer Service Specialist |Manna Freight Systems/ Pilot Freight | Mendota Heights, MN| April 2017 – Jan 2019

- Managed 200 inbound and 150 outbound delivery schedules daily for optimal flow of goods, leading to a 15% reduction in delivery delays and improved customer satisfaction.
- Directly responsible for 50 accounts, maintaining relationships and identifying opportunities to expand service offers, resulting in a 20% increase in contract renewals and customer retention.
- Enhanced customer satisfaction rating by closing the loop on account/shipment issues, communicating effectively, and following up on said commitments, improving customer satisfaction scores by 25%.
- Improved lines of communication between the company and customers by organizing and maintaining order documentation, being proactive where possible to combat customer friction, reducing response time to customer inquiries by 30%.
- Automated office operations by developing organizational systems for records, reports, and agendas, improving overall integration processes and daily rhythms, increasing office efficiency by 40%.
- Directly managed accounts responsible for the transit of \$1.5 million monthly, successfully handling high-value accounts and ensuring safe and timely transit of goods worth \$1.5 million monthly.

General Assistant Manager | Lee Ann Chin | Oakdale, MN| Jan 2015 – Mar 2017

- Oversaw a team of 20 employees, achieving a 15% increase in overall team productivity and reducing staff turnover by 20%.
- Implemented exceptional customer service standards, resulting in a customer satisfaction rating of 95% and a 10% increase in repeat business.
- Ensured compliance with food safety regulations, achieving a 100% pass rate in health inspections, and maintaining a clean and safe environment.
- Developed strategic sales forecast plans that led to a 15% increase in sales revenue, aligning staffing schedules with sales targets to optimize labor costs.
- Minimized inventory shrinkage by 20% through staff training and regular inventory audits, strengthening loss prevention measures.
- Successfully hired and trained 10 new employees, fostering internal talent development, and promoting 5 employees to higher roles within the company.

Collector | IC System | Vadnais Heights, MN | Jan 2014 – Feb 2015

- Utilized data analysis techniques to identify high-priority accounts, resulting in a 10% increase in the recovery of delinquent accounts.
- Implemented process improvements to streamline debt collection procedures, reducing the average time to resolve customer inquiries and disputes by 15%.
- Proactively collaborated with cross-divisional teams to execute customer reports and supply data to fulfill portfolio requirements, showcasing strong teamwork and problem-solving abilities.
- Led the successful selection and implementation of a new phone system that properly directed inbound calls into phone queues, significantly improving call flow and enhancing overall customer experience.

Account Clerk |Westway Trading Corp.|Bloomington, MN | OCT 1990 – Dec 2014

- Managed accounting operations, accounting close, account reporting, and reconciliations for an average of 200 accounts, totaling \$5 million in annual revenue.
- Addressed and resolved non-routine, complex, and unexpected variances, ensuring accurate financial reporting and data integrity.
- Executed accounts receivable reporting enhancements and reconciliation procedures, reducing outstanding accounts by 25% and improving cash flow.
- Evaluated accounting requirements during discovery meetings with potential clients, providing valuable insights and contributing to successful client onboarding.
- Planned and drafted meeting agendas, supplied advance materials, and executed follow-up for meetings and team conferences, ensuring productive and efficient meetings.

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Education

Master of Science, Accounting | University of St Thomas | St. Paul, MN 1990

BBA, Communications | University of St Thomas | St. Paul, MN 1987