Military Pay Technician III

ROBERT SMITH

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Objective

Over 13 years of business process knowledge in accounts payable processes, with strong administrative skills, outstanding customer service management, and supervisory experience. Strengths include building relationships with internal/external clients, processing very high invoice volume per month, identifying opportunities to improve business processes, and resolving problem invoices by working with vendors and internal clients.

Skills

Word Processing, Customer Service, Office Management, Filing, Verbal, Communication, Management, Public Speaking.

Work Experience

Military Pay Technician III

Defense Finance And Accounting Services (DFAS) - February 2005 – 2020

- Helped provide military pay support for Active Guard Reserve units outside of Joint Base Lewis McChord, WA.
- Generated daily reports, leave and DROT reports for the local and out lined unit.
- Researched, audit and made pay adjustments involving a variety of complicated pay .
- Reviewed and performed audits all military pay documents for completeness and accuracy, including but not limited do documents that pertain to allowance, special incentive pays, and debt collection.
- Resolved and processed complex cases involving over payment and/or underpayment.
- Ensured pay actions are corrected and in accordance with the MPPM and DODFMR Vol.
- Reviewed actions rejected by the automated pay system determine reason for rejection and made necessary corrections.

Military Pay Technician

Delta Corporation - 2004 – 2005

- Responsible for submitting weekly award letter requests to the four branches of service.
- Correction letters are received from the branches of service, the letters are printed, sorted, coded, distributed to the requesting technician, and an additional copy of the letter is archived in database.
- Liaison to the Continuing Government Activities (CGA) by preparing case jackets with Retired and Annuity Pay information for computation of $70 million dollar monthly payroll Access to confidential and sensitive Level 7 Department Veterans of Affairs (VetsNet/Virtual VA Rating Decision) accounts.
- This contains Veterans award compensation, diagnosis codes, rating disability percentage with detailed findings from Department of Veteran Affairs Doctors.
- POC to the Department of Veteran Affairs for Level 8 and 9 targets.
- Exercise sound judgment in the safeguarding, security, and destroying the time sensitive documents Resolve difficult Military Retired Pay and allowance cases that involve substantial retroactive payments, adjustments, or collections that have little or no past precedent.
- Research Retired Military Pay Laws, regulations, and other guidance to determine pay and allowance eligibility.

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Education

Bachelors of Arts in Hospitality Management - 2012(ASHFORD UNIVERSITY - Clinton, IA)

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