

CRYSTAL FRANKLIN

BUSINESS OPERATIONS | DATA ANALYTICS | FINANCIAL & HEALTHCARE SUPPORT

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PROFESSIONAL SUMMARY

Detail-oriented business operations and data-support professional with experience in bookkeeping, healthcare administration, remote customer support, compliance documentation, and reporting. Skilled in maintaining accurate records, researching discrepancies, reconciling accounts, preparing financial reports, monitoring operational metrics, and working across multiple software platforms. Google Data Analytics Professional Certificate holder with hands-on Excel, SQL/BigQuery, Power BI, Tableau, QuickBooks, and CRM experience. Known for confidentiality, independent workload management, and clear communication.

CORE SKILLS & TECHNOLOGY

Financial & Business Operations: QuickBooks, accounts payable and receivable support, journal entries, bank reconciliation, month-end close support, expense categorization, profit-and-loss reporting, invoicing, budget monitoring, discrepancy resolution.

Data & Reporting: Microsoft Excel, SQL (BigQuery), Power BI, Tableau, R/RStudio, data cleaning, data validation, dashboards, KPI tracking, reporting, quality control, audit preparation.

Healthcare & Administrative: Patient records, insurance verification, pharmacy claim troubleshooting, documentation review, scheduling, confidential information handling, CRM documentation, workflow coordination.

Platforms & Collaboration: Microsoft 365, Google Workspace, Salesforce, NetSuite, Citrix, Amazon Connect, Slack, Zoom, CRM systems. Experience using business platforms; no claim of system administration.

PROFESSIONAL EXPERIENCE

Owner / Bookkeeper (Part-Time Self-Employment) — CFranklin Bookkeeping | Remote | 11/2022–Present

- Support approximately 2–4 small-business and startup clients annually, often through seasonal or tax-time bookkeeping engagements.
- Review and reconcile transactions in QuickBooks and Excel, sometimes bringing up to a year of historical records current and investigating discrepancies.
- Categorize expenses, correct entries, support accounts payable and receivable tracking, and prepare journal entries and month-end records.
- Prepare profit-and-loss statements, expense reports, and organized financial documentation to help clients understand business performance and prepare records for tax professionals.
- Communicate with clients to obtain missing information, clarify transactions, and maintain accurate, confidential financial records.

Remote Customer Service Representative (Contract & Temporary Assignments) — Teleperformance • Alorica • Everise • Teladoc • Transcom • VXi | Remote | 08/2024–Present

- Provide remote customer and healthcare-related support across multiple client programs while meeting quality, accuracy, productivity, and confidentiality standards.
- At VXi (Cigna pharmacy help desk), research prescription claim rejections, NDC issues, coverage and eligibility questions, prior authorization requirements, and potential overrides using multiple systems.
- Communicate with pharmacy personnel to clarify issues, document findings, and identify appropriate next steps within program procedures.
- Investigate account concerns, update CRM records, and accurately document customer interactions, issue details, and resolutions.
- Adapt quickly to new workflows, platforms, compliance expectations, and training across contract and temporary assignments.

Assistant Director — ChildTime Learning Center | Arlington, TX | 03/2023–06/2024

- Coordinated daily operations for a center serving 170+ children with 15+ staff, including enrollment, staffing, scheduling, parent communication, and licensing compliance.
- Managed inquiry-to-enrollment records, maintained required documentation, and tracked attendance, staffing ratios, and operational needs.
- Monitored budgets, supplies, transportation expenses, and enrollment trends; used reporting and Power BI dashboards to support operational decisions.
- Maintained compliance documentation and supported audits, inspections, and state review readiness.

Dental Assistant — Smile Workshop | Arlington, TX | 07/2021–05/2022

- Supported a dental practice serving approximately 20–30 patients daily and handled roughly 10–15 appointments or patient records per shift.
- Updated digital patient records, medical histories, scheduling, treatment documentation, billing information, and insurance verification details.
- Coordinated with clinical and front-office colleagues to resolve missing information and maintain accurate, confidential records.

Online English Teacher — VIPX | Remote | 07/2018–06/2021

- Delivered 20+ virtual lessons weekly and adapted instruction to student progress and learning needs.
- Maintained lesson records, tracked progress, and communicated written performance updates to families.

Assistant Director — S.S. Noah | Grapevine, TX | 10/2016–09/2017

- Supported operations for a center serving 120+ children, including staffing, enrollment, compliance, and parent communications.
- Maintained 5–10 Excel logs and trackers and produced recurring reports for attendance, staffing, inventory, licensing, and audit readiness.
- Organized digital and paper records to improve document retrieval and inspection preparation.

Lead Pre-K Teacher — Children's Courtyard | Bedford, TX | 12/2015–09/2016

- Managed classroom operations for 18 students, supervised assistant teachers, and maintained attendance and progress documentation.
- Prepared parent-facing progress summaries and administrative records to support consistent follow-up.

DATA ANALYTICS PORTFOLIO

Business & Operations Analytics Projects | Ongoing

Develop analyses of Airbnb market activity, airline performance, energy trends, financial services, and supply chain operations. Use Excel and SQL/BigQuery to clean, validate, and analyze data; create Power BI and Tableau dashboards; document business questions, KPIs, findings, and actionable recommendations. Portfolio: crystalvfranklin.wixsite.com/myportfolio

EDUCATION & CERTIFICATION

Bachelor of Science in Business Management — Penn Foster College, Online | In progress; estimated completion 2030

Google Data Analytics Professional Certificate — Merit America | September 2025