

Ella Russo

Financial Operations Coordinator, Public Radio

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STRENGTHS

- 📊 **Financial accuracy**
Reconciled station records before close, and colleagues often relied on clear documentation when transactions needed review.
- ♥️ **Donor service**
Handled billing questions with patience and plain language. A calm call often turned a confusing payment issue into a clear next step.
- 📁 **Records discipline**
Built consistent files for invoices, approvals, and contracts. That simple structure made reporting cycles easier for everyone.
- 👥 **Cross team coordination**
Compared sponsorship billing with traffic activity and routed exceptions early. Small checks kept later statements cleaner.
- ⚖️ **Practical judgment**
Balanced urgent requests with confidential records and deadlines. When details were incomplete, questions came before processing.

SKILLS

Bookkeeping A/P and A/R

Bank reconciliation

Financial reporting Budget tracking

QuickBooks SAP

Marketron Traffic Allegiance CRM

Donor databases Corporate billing

Collections Matching gifts

Microsoft Excel Microsoft Word

LANGUAGES

English

Native

SUMMARY

Financial operations and donor services professional with five years of experience supporting **community media**, nonprofit accounting, membership programs, and office administration. Daily work has included accounts payable, accounts receivable, **double entry bookkeeping**, **bank reconciliation**, deposits, **credit card processing**, invoicing, collections, budget tracking, and recurring financial reporting. Records have been reconciled across QuickBooks and accounting platforms, with careful attention to documentation, confidentiality, and issue resolution. Donor CRM workflows, corporate sponsorship billing, matching gifts, purchasing, records coordination, broadcast traffic, and customer service are familiar areas of practice. Advanced Excel work includes calculations, fields, percentages, ratios, and charts, supported by Microsoft Word and standard office systems. Marketron certification and on site community radio experience support dependable service across finance, fundraising, sales, traffic, vendors, donors, and student participants.

EXPERIENCE

Financial Operations Coordinator, Community Radio

Willamette Community Radio 📅 July 2024 - October 2026 📍 Eugene, OR

Managed daily financial operations for a community radio station, supporting bookkeeping, donor transactions, purchasing, reporting, records, and student participants. Partnered with station leadership, fundraising, sales, traffic, vendors, and donors to keep financial information accurate and service dependable.

- Processed deposits, card transactions, **A/P**, **A/R**, and journal support with complete source documentation.
- Reconciled bank activity against QuickBooks and accounting records, resolving supported timing differences before close.
- Prepared recurring **financial reports** and budget workbooks for leadership review of spending and revenue commitments.
- Administered donor invoices, statements, payment posting, **matching gifts**, and collection follow up through CRM systems.
- Coordinated requisitions, **purchase orders**, service agreements, invoices, and records files for operational review.
- Supported students and station staff with confidential financial guidance during competing **on site** deadlines.

Accounting and Membership Specialist, Sponsorship Billing

Cascade Arts Network 📅 January 2023 - June 2024 📍 Salem, OR

Supported membership and sponsorship accounting for an arts organization, combining transaction processing, **donor** communication, reporting, CRM data quality, and **broadcast traffic** coordination. Provided clear records and timely service during high volume fundraising periods.

- Maintained double entry records for membership activity, reconciling receipts, settlements, invoices, and balances.
- Produced donor **invoices** and **statements**, documenting collection contacts and resolving billing questions by phone and email.
- Entered contribution data, verified transfer details, and reviewed transaction records before posting for traceable close support.
- Built **Excel** workbooks with formulas, fields, ratios, percentages, and charts for fundraising and sponsorship review.
- Compared sponsorship billing with scheduled broadcast activity, routing discrepancies for correction before statements were issued.
- Maintained electronic **records**, processed mail, and supported supply purchasing during high volume fundraising periods.

Finance and Office Assistant, Nonprofit Media

Riverbend Public Media Foundation 📅 October 2021 - December 2022 📍 Corvallis, OR

MY CAREER



- Financial Operations
Coordinator, Community Radio
at Willamette Community Radio
(2.2 Years)
- Accounting and Membership
Specialist, Sponsorship Billing at
Cascade Arts Network (1.4
Years)
- Finance and Office
Assistant, Nonprofit Media at
Riverbend Public Media
Foundation (1.2 Years)

Provided supervised finance and office support for a nonprofit media foundation, handling payable documents, donor receipts, deposits, records, correspondence, and routine data entry. Helped finance and fundraising teams maintain accurate information during reporting cycles.

- Processed payable documents, donor receipts, **deposits**, and routine data entry under established accounting controls.
- Matched invoices with approvals and purchasing records, escalating incomplete documentation before payment processing.
- Reconciled assigned cash and receivable records against reports, documenting differences for senior staff review.
- Responded to donor and vendor inquiries by telephone and email, recording messages and resolving routine questions.
- Validated contribution records, prepared distribution lists, and coordinated membership gift fulfillment exceptions with fundraising staff.
- Prepared Word documents, spreadsheet trackers, mail distributions, and organized files for reporting access.

PROJECTS

Community Radio Finance Records Project 📅 2025

Improved practical coordination across station finance, donor records, purchasing files, and broadcast traffic documentation. Focus centered on clear audit trails, reliable handoffs, and timely information for management review.

Donor Billing and Matching Gift Workflow 📅 2024

Supported a connected workflow for invoices, statements, contribution records, matching gift confirmations, and fulfillment. Work kept donor communication clear and reduced avoidable questions during fundraising activity.

LEADERSHIP & AWARDS

- Marketron Traffic Certification, completed 2025, supporting accurate broadcast billing coordination.
- Community media finance recognition, received for dependable records support and donor service.

EDUCATION

Associate of Applied Science in Accounting

Linn Benton Community College 🎓 GPA: 3.5 📅 2021 📍 Albany, OR

Coursework: Financial accounting, managerial accounting, payroll, business communications

CERTIFICATIONS

- Marketron Traffic Certification 📅 2025
- QuickBooks Online Level 1 📅 2024
- Valid Oregon Driver's License 📅 2026

TECHNICAL SKILLS

- **Accounting Systems:** QuickBooks, SAP, double entry bookkeeping
- **Microsoft Office:** Microsoft Excel, Microsoft Word, office equipment
- **Excel Analysis:** Fields, formulas, calculations, charts
- **Financial Processing:** Accounts payable, accounts receivable, deposits
- **Reconciliation:** Bank statements, internal accounts, card settlements
- **Donor Systems:** Allegiance CRM, donor databases, membership systems
- **Traffic Software:** Marketron Traffic, broadcast traffic, sponsorship schedules
- **Billing Operations:** Invoices, statements, collections, payment posting
- **Budget Reporting:** Annual budgets, monthly reports, quarterly reports
- **Office Administration:** Purchasing requisitions, purchase orders, service contracts
- **Records Management:** Confidential files, vendor files, mailing records

- **Customer Communication:** Telephone etiquette, email communication, routine inquiries

PROFESSIONAL AFFILIATIONS

- Community radio operations, supporting donor service, student participation, and station administration.
- Nonprofit membership services, connecting accurate records with respectful community communication.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST