



# Professional Profile

*"Bright Solutions in Engineering"*

## Jill Baxter, Office Manager

### **Education**

Columbia College  
Columbia, Missouri  
Associate in Arts - Biology

With over 25 years of operation management and supervisor in various business fields, Ms. Baxter came to CM Engineering in 2009 as the office manager working primarily in the accounting and human resource area of the firm.

### **Professional Development**

QuickBooks Pro Advisor  
Les Mills Certified Instructor

She has extensive experience in business management, full-charge bookkeeping, and account collection. Since her arrival at CM Engineering, she has become actively involved in all aspects of a project, from the proposal, or contract to the final billing. She strives to provide the best service possible to the client and assists in the coordination of project schedules and deadlines. She is committed to client service, quality control and maintaining a high level of professionalism in the day-to-day operations of CM Engineering, Inc.

Baxter also has a background in customer relations and has worked in the private and non-profit sector. She helped establish and manage a successful sales/service business for 15 years. She also has 6 years experience managing the payroll department of a local CPA firm with approximately 30 payroll and 5 bookkeeping clients.

Before accepting her appointment with CM Engineering, Baxter volunteered for a local 501(c) 3 organization from 1993 to 2009. She served a 9-year term on the board as treasurer. Within the same organization, she served on the State Funding Committee to assist in the review, approval and rewarding of specific statewide grants. She also played a major role organizing and running the annual banquet hosting 800 attendees.

### **Skills**

- Highly organized and able to multi-task efficiently
- Able to work with a diverse customer base
- Skilled in negotiating and resolving customer needs
- Experienced in budget analysis and strategic planning

### **Project Experience**

As part of the management team, Baxter is involved in major aspects of the project from producing and disseminating company qualifications, to billing and coordinating project deadlines and benchmarks. With extensive experience in client-based service, she knows the value of providing quality service and the necessity for professionalism in today's business environment. Other duties include submittal processing, specification documents, client correspondence, project file maintenance, RFQs and RFPs.