



Shayla M. Duke

Executive Forensic Accounting Specialist

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Professional Summary

Shayla Duke is an experienced Accounts Receivable Specialist with a strong background in customer service and logistics. She has held significant roles such as her present 4-year term as a Governor-appointed Commissioner for the Oregon Disabilities Commission, where she ensures compliance with laws and regulations and fosters relationships with external stakeholders and politicians. Shayla also owns and operates a 5-star short-term rental, where she delivers exceptional customer service and proactively resolves issues. Her experience as an Auto Transport Broker showcases her negotiation skills and ability to efficiently manage multiple projects. Shayla holds an Associates Degree in Accounting with an emphasis in Real Estate and an Associates of Applied Science Degree in Business Administration with an emphasis in Accounting. She is committed to continuous learning and staying updated with industry changes. Shayla's skills in customer service, logistics, and accounting make her a valuable asset in roles that require attention to detail and strong interpersonal skills.

Work experience

Commissioner

March 29, 2023 - March 28, 2027

[Oregon Disabilities Commission, Salem, Oregon](#)

- Appointed Commissioner for the Oregon Disabilities Commission, ensuring compliance with laws and regulations.
- Conduct research to identify areas for improvement and provide guidance on policies and procedures.
- Foster strong relationships with external stakeholders to promote the mission of the commission.
- Monitor legislative developments to adapt policies and procedures as necessary.

SuperHost

October 2015 - present

[Airbnb/VRBO, Eugene, Oregon](#)

- Own and operate a 5-star short-term rental, delivering exceptional customer service.
- Proactively respond to customer needs, resolving issues promptly.
- Efficiently manage and coordinate multiple projects to ensure timely completion.
- Identify and implement process improvements to enhance operational efficiency.
- Maintain a commitment to continuous learning and staying updated with industry changes.

Auto Transport Broker

December 2014 - November 2016

[On Point Auto Transport, LLC dba Auto Transport Girl, Eugene, Oregon](#)

- Owned and operated a m automotive transport logistics brokerage, building strong customer and carrier relationships.
- Negotiated competitive rates with carriers and customers, maximizing profitability.
- Stayed updated with DOT regulations for interstate vehicle transportation.
- Provided excellent customer service by delivering timely shipment updates.
- Efficiently managed time to ensure on-schedule deliveries, while addressing route changes and delays.
- Utilized accurate map interpretation to plan fuel-efficient routes.
- Adapted load schedules based on changing customer demands.
- Maintained precise records of vehicle pick-up and delivery.
- Ensured compliance with all applicable laws and regulations.
- Employed problem-solving skills to resolve transportation issues.
- Demonstrated proficiency in utilizing GPS navigation systems for route optimization.

Lead Sales Associate

November 2012 - May 2014

[AutoShippingQuotes.com, Inc, Portland, Oregon](#)

- Sold auto transport leads, meeting sales targets and driving revenue growth.
- Recognized and rewarded outstanding work performance, fostering a positive customer service culture.
- Supported the sales team with exceptional product knowledge and prompt customer inquiry responses.
- Efficiently resolved customer complaints, ensuring high satisfaction levels.
- Assisted customers in selecting appropriate services based on their needs.
- Collaborated with team members to ensure timely task completion.
- Developed and maintained customer relationships, driving sales and loyalty.
- Provided training on sales techniques, procedures, and policies.
- Motivated team members through positive reinforcement.
- Cultivated carrier relationships for improved service and customer experience.
- Performed administrative duties, including filing and data entry.
- Implemented effective marketing strategies for customer reach.
- Executed strategies to enhance customer loyalty and satisfaction.
- Ensured compliance with sales-related rules and regulations.
- Delivered excellent customer service by addressing inquiries and concerns promptly.
- Maintained accurate sales records for analysis.

- Established long-term relationships with key customers.
- Developed pricing models to balance profit and customer expectations.
- Generated sales reports to identify growth opportunities.
- Analyzed data for customer preference and needs trends.
- Generated leads through cold calling and networking.
- Identified process improvement opportunities in the sales department.

Chief Financial Officer

July 2010 - November 2012

AutoShippingQuotes.com, Vancouver, Washington

- Conducted in-depth analysis of economic trends for sales growth projections.
- Performed due diligence on potential acquisitions and developed integration plans.
- Supported financial well-being through accounting services and growth plans.
- Assessed competitors' financial performance and developed competitive strategies.
- Implemented financial policies, procedures, controls, and reporting systems.
- Collaborated with executives on long-term investments and decision-making.
- Oversaw the accounting department, including budgeting and audits.
- Utilized advanced analytics tools for forecasting and insights.
- Identified cost-saving opportunities and benchmarked best practices.
- Ensured the accuracy of financial reports and tax filings.
- Managed accounts receivable and payable across multiple entities.
- Maintained compliance with regulatory requirements.
- Implemented workflow solutions for accounting efficiency.
- Mentored junior team members on financial modeling and development.
- Led budgeting process and created departmental budgets.
- Explored new product areas for revenue growth.
- Cultivated relationships with the investment community.
- Developed cash management strategies for optimal returns.
- Negotiated favorable terms with vendors.
- Extracted insights from financial data for decision-making.
- Implemented fiscal plans and policies to comply with regulations.
- Monitored changes in legislation impacting accounting standards.
- Analyzed financial performance and initiated corrective actions.
- Conducted operational analysis for reorganization or downsizing.
- Provided guidance to executive leadership on finance initiatives.

Executive Assistant to the President

July 2009 - November 2012

AutoShippingQuotes.com, Inc., was, Washington

- Managed day-to-day operations of a multi-entity corporation, achieving \$2M+ annual sales.
- Implemented process improvements for increased accuracy and customer satisfaction.
- Conducted forensic accounting, recovering \$60K+ in double-payments and uncovering theft.
- Reduced overhead costs by over 30% through strategic initiatives.
- Performed full-charge bookkeeping responsibilities, including payroll, reconciliations, and tax deposits.
- Hired, supervised, and delegated work to assistant bookkeepers and sales representatives.
- Provided executive-level administrative support, including calendar management and travel arrangements.
- Managed confidential documents and correspondence with professionalism.
- Maintained contact lists and prioritized incoming communications.
- Coordinated multiple projects simultaneously and met deadlines.
- Facilitated effective communication within the organization.
- Acted as a liaison between departments, clients, and external contacts.
- Handled phone calls, inquiries, and proofreading.
- Coordinated logistics for conferences and events.
- Prepared high-quality presentations, reports, and documents.
- Assisted in budget preparation and maintained executive files.
- Compiled and analyzed data to support decision-making.
- Utilized computer software skills and conducted research.
- Implemented digital tools to increase productivity.
- Resolved customer inquiries and escalated issues.
- Collaborated with leadership on office processes and procedures.
- Created purchase orders and managed inventory levels.
- Provided administrative support services and processed invoices.
- Managed office staff and maintained knowledge of company policies.
- Communicated effectively between departments and external partners.
- Sustained office efficiency and managed multiple projects.

Accounting Consultant/Public Relations Specialist

July 2008 - October 2012

RDG Emyprean Music, Portland, Oregon

- Generated innovative PR campaign ideas based on market trends and customer feedback.
- Cultivated relationships with journalists and influencers to enhance brand visibility.
- Analyzed survey and focus group data to evaluate and improve PR strategies.

- Assisted in creating impactful marketing materials.
- Developed comprehensive PR plans and campaigns for clients.
- Prepared detailed reports on campaign performance.
- Monitored competitors and identified areas for differentiation.
- Leveraged social media for brand awareness and engagement.
- Managed media relations and crafted press materials.
- Conducted research on industry trends and target audiences.
- Oversaw PR project budgets for cost-effectiveness.
- Collaborated with creative teams for visually compelling materials.
- Identified strategic partnership opportunities for client growth.
- Ensured compliance with legal requirements in PR activities.
- Organized successful events, including product launches and conferences.
- Provided strategic tax planning guidance to clients.
- Analyzed clients' operations and proposed solutions for improvement.
- Implemented policies and procedures for efficiency and compliance.
- Designed budgeting systems for expense tracking and resource allocation.
- Reviewed internal controls and implemented corrective actions.
- Developed tax reduction strategies and conducted reconciliations.
- Cultivated relationships with external auditors.
- Advised clients on accounting software and best practices.
- Stayed updated on accounting regulations and advised on compliance.
- Prepared detailed financial reports for executive teams.

Quickbooks Consultant

May 2011 - March 2012

Ledart Properties, Gresham, Oregon

- Established enhanced bookkeeping and filing system for multiple rental units and properties.
- Optimized organizational structure for improved operational efficiency.
- Provided actionable recommendations to enhance client satisfaction.
- Conducted market research to identify emerging trends and opportunities.
- Analyzed data to evaluate market conditions and develop accurate forecasts.
- Created research plans outlining objectives, methodologies, and budgets.
- Conducted data analysis to identify process improvements and enhance efficiency.
- Produced clear and effective reports, proposals, and presentations.
- Executed strategies to enhance customer satisfaction and foster loyalty.
- Provided strategic guidance on pricing, positioning, and promotions.
- Cultivated effective relationships with customers, vendors, and stakeholders.
- Demonstrated strong communication skills in client interactions.
- Prepared detailed reports for informed decision-making.
- Generated innovative solutions to complex problems.
- Fostered collaboration between departments for project success.
- Assisted clients in developing actionable plans based on market insights.
- Optimized procedures with cutting-edge tools and methodologies.
- Developed training materials for staff on new technologies.
- Designed comprehensive marketing plans within budget constraints.
- Monitored competitor activity and responded proactively.
- Implemented processes and procedures to streamline operations.
- Identified areas for improvement through data analysis.
- Conducted month-end close activities within deadlines.
- Coordinated with external auditors during audits.
- Maintained accurate records of transactions and assets.
- Advised on cost reduction strategies and operational streamlining.
- Provided financial analysis and reporting using advanced Excel skills.
- Supervised and mentored junior bookkeepers.
- Guided staff on best practices for financial transactions.
- Collaborated to resolve discrepancies in reported results.
- Reviewed aging reports for timely receivables collection.
- Managed accounts payable and receivable, processed payroll, and reconciled bank statements.
- Developed accounting policies and procedures for accuracy.
- Generated monthly financial statements.
- Prepared complex tax documents and quarterly returns.
- Analyzed financial data for trends and discrepancies.
- Monitored budget variances and implemented corrective actions.

Account Manager

July 2008 - June 2009

Images Properties, Clackamas, Oregon

- Managed financial and legal aspects of daily operations in collaboration with Onsite Manager.
- Oversaw accounting operations for multiple properties across separate entities.
- Prepared reports, ledgers, and rent rolls for property owner.
- Recovered significant amount of misallocated expenses, resulting in tax refunds.
- Implemented strategies to enhance tenant retention and minimize expenses.
- Strengthened applicant screening procedures and rental criteria.
- Applied Landlord/Tenant Law and conducted successful evictions.

- Proactively reduced turnover rates and replaced problem units.
- Improved cross-team efficiency through remote servers and synchronized files.
- Ensured accurate and up-to-date information for streamlined operations.

Assistant Program Coordinator

January 2008 - June 2008

American Red Cross, White Plains, New York

- Coordinated the New York Safety Training for Childcare Providers Program, implementing process improvements and streamlining procedures.
- Delegated assignments to two Program Assistants and ensured the accuracy of their work through thorough reviews.
- Managed payments for all statewide ARC chapters, processing payments and producing monthly payment vouchers and quarterly reports for federal grant-making agencies.
- Maintained strict adherence to grant compliance requirements, ensuring proper utilization of funds.
- Monitored classes and assessed test scores to evaluate program effectiveness.
- Developed advanced Excel spreadsheets with formulas, functions, and pivot charts, eliminating human errors and resulting in a reimbursement of over \$20,000 for previously unbilled expenses.
- Assisted with the chapter-wide conversion to Raiser's Edge software.
- Established efficient interoffice communication procedures, improving the quality of work produced by the team.
- Successfully coordinated multiple projects simultaneously, managing competing priorities.
- Drafted progress reports outlining project goals and presented findings at regular intervals.
- Collaborated with other departments, providing timely information to ensure program operations ran smoothly.
- Provided comprehensive administrative support to the Program Coordinator, including scheduling appointments and managing calendars.
- Conducted accurate and timely data entry into databases.
- Identified opportunities for process improvements and developed plans for implementing changes.
- Offered technical assistance during workshops or seminars for staff members and volunteers.
- Assisted in developing and overseeing program activities within budget and on schedule.
- Analyzed participant and stakeholder feedback to enhance the organization's services.
- Fostered effective relationships with internal and external stakeholders to drive successful program outcomes.
- Maintained detailed records of program activities, including budgets, expenditures, timelines, and resource allocation.

Development Assistant

August 2006 - June 2007

Grand Ronde Tribal Housing Authority, Grand Ronde, Oregon

- Implemented a tribal youth construction mentorship program, providing guidance and support to young individuals interested in the construction industry.
- Initiated and managed a neighborhood recycling program, promoting sustainable practices and community engagement.
- Enhanced cross-departmental communication methods, implementing effective strategies to foster collaboration and information sharing.
- Supported civil engineer and construction manager with contract administration and daily administrative duties, ensuring smooth project operations.
- Facilitated the acquisition of building permits for new construction and infrastructure projects, ensuring compliance with regulatory requirements.
- Prepared comprehensive RFPs, RFQs, and RFIs, enabling effective vendor selection and project execution.
- Created vendor selection pools, reviewed bid packages, and organized budgets for new construction projects, optimizing resource allocation.
- Established terms of progress payment contracts and construction schedules, ensuring timely and efficient project completion.
- Maintained excellent rapport with superintendents and subcontractors, fostering strong working relationships and ensuring effective collaboration.
- Managed purchase orders, invoices, and change orders, streamlining procurement processes.
- Utilized AutoCAD to make plan revisions and printed plans using a plotting machine, ensuring accuracy and accessibility of construction plans.
- Coordinated meetings and recorded meeting minutes, facilitating effective communication and documentation.
- Developed ongoing maintenance schedules, ensuring the long-term sustainability of completed projects.
- Ensured construction contract compliance and enforcement on federally funded HUD projects, adhering to applicable regulations.
- Authored and submitted building code analysis reports, demonstrating compliance with relevant codes and standards.
- Established wage requirements for public works trades based on BOLI prevailing wage calculations, promoting fair compensation practices.
- Collected and organized statistical and demographic data in Excel, supporting data-driven decision-making processes.
- Evaluated demographics and prepared needs analysis reports for tribal council review, enabling informed decision-making regarding community development.
- Conducted final walk-throughs on new construction projects to verify completion according to contract terms.
- Created brochures and other marketing materials, promoting the organization's initiatives and services.
- Prepared grant proposals, budgets, project summaries, and timelines, securing funding for community development projects.
- Developed compelling content for press releases highlighting updates about the organization's work, enhancing public awareness and engagement.
- Organized mailings and communication pieces related to programs, volunteer opportunities, and fundraising initiatives, ensuring effective outreach.
- Maintained accurate records of tribal-owned businesses' contact information in the CRM system, supporting relationship management efforts.
- Compiled data from various sources into concise reports for review by senior leadership executives, providing valuable insights for decision-making.
- Served as a resource person for all aspects of development operations and provided administrative support to two civil engineers and the construction manager.
- Provided technical assistance to the development team, conducting research, maintaining information databases, and performing various administrative tasks.

Options Coordinator

October 2005 - August 2006

D.R. Horton Custom Homes, Portland, Oregon

- Monitored and optimized gross profit margins and pricing strategies to maximize net revenue.
- Managed high-volume purchase orders by generating and faxing 500 to 2000 orders daily using RightFax software.
- Negotiated costs and addressed inquiries regarding lien waivers with subcontractors, ensuring effective cost management.
- Processed several hundred invoices and change orders daily for over 100 subcontractors throughout all phases of construction, ensuring timely and accurate payment.
- Conducted cost-based research and generated financial reports to analyze current pricing trends and inform decision-making.
- Utilized Excel and JD Edwards proprietary software to manage a master database, organizing thousands of individual upgrades and options for new construction across multiple residential subdivisions.
- Consistently exceeded quarterly goals through effective communication, sharp analytical skills, and independent problem-solving abilities.

- Developed and implemented streamlined procedures to improve coordination of customer orders.
- Organized and analyzed data by creating spreadsheets and visual aids to facilitate easier data analysis.
- Collaborated with various departments to ensure customer orders were completed within deadlines.
- Managed the flow of paperwork within the organization by maintaining organized records and retrieving necessary information.
- Assisted supervisors or project managers in developing schedules, monitoring deadlines, and coordinating resources.
- Drafted correspondence, reports, and other documents based on instructions from supervisors or managers.
- Performed accurate data entry across multiple departments to support timely decision-making processes.
- Coordinated training sessions for new employees, focusing on topics such as safety protocols and company policies.
- Ensured compliance with company policies and procedures related to project management activities.
- Communicated effectively with internal staff and external vendors to resolve issues promptly and efficiently.
- Monitored budget expenditures regularly to ensure alignment with allocated resources.
- Collaborated with cross-functional teams to develop strategies that improved workflow efficiency.
- Utilized computer software and systems for data entry, document review, and drafting.
- Tracked the delivery of customer orders to ensure on-time arrival.
- Prepared detailed financial reports by collecting data from multiple sources and conducting comprehensive analysis.
- Successfully managed multiple projects simultaneously while meeting tight deadlines.
- Maintained accurate records of projects, tasks, and deadlines using database software.
- Provided customer service support via phone calls or emails as required.
- Developed and implemented systems for tracking project progress and evaluating results.
- Responded to vendor and sales team inquiries, addressing questions and resolving issues promptly.
- Generated monthly performance metrics as part of the overall evaluation system.
- Produced reports to track customer orders and delivery performance.
- Provided administrative support, including scheduling appointments, organizing documents, and preparing reports.
- Maintained effective communication with vendors, supervisors, and the sales team to provide project status updates and manage changes in scope.
- Conducted research on best practices to identify areas of improvement within the organization.

Education

Associates Degree in Accounting w/ Emphasis in Real Estate

January 2012 - August 2014

[Portland Community College](#)

President's List

Associates of Applied Science Degree in Business Administration w/ Emphasis in Accounting

June 2004 - October 2005

Pioneer Pacific College

Dean's List

TECHNICAL SKILLS

Typing speed - 85 WPM

Advanced skills in QuickBooks, Word, Excel, PowerPoint, Publisher, InfoPath, OneNote, Outlook, JD Edwards, RightFax, Project, Great Plains, American Contractor, AppFolio, and Access.

Some experience with AutoCAD, Raiser's Edge, Linux, and HTML.