

Walter Marshall

Remote finance and operations. I build the tools too.

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Remote finance work on federal student aid accounts. The job is working out why an account says one thing when it should say another, then explaining that to someone who is worried about money. I also built and run Dealer Recon Systems, a software business I own outright. I wrote the product. I also do its billing, its support queue, its vendors and its compliance. Put me on a remote team and I'm the one who notices a process is still being done by hand.

EXPERIENCE

U.S. Department of Education

Present

Finance and customer support · Remote

- Handle a continuous queue of inbound finance calls on federal student aid accounts, resolving balance, disbursement and payment-history questions myself instead of passing them along.
- Research accounts that do not reconcile and correct them, working from federal regulation and written policy, and document every case so the next person to open it can see what was done and why.
- Handle personally identifiable financial information under federal privacy rules on every call.
- Explain money to people who are worried about it, which is the part of this job most people find hardest and the reason escalations do not come back to me.
- Work fully remote against handle-time and quality-assurance targets, on my own equipment and my own schedule discipline.

Dealer Recon Systems

Mar 2026 - present

Founder · Owner · Jacksonville, FL · Remote

- Founded and run a software business serving car, RV, marine, motorcycle and body shop dealerships — built the product (roughly 50,000 lines, live at dealerreconsystems.com) and also run its billing, its support queue, its vendor and infrastructure accounts, its legal paperwork and its payroll.
- Do the customer-facing work myself: onboarding new dealerships, training their staff on the system, and taking the call when something is wrong.
- Designed the product around how a dealership actually runs — a seven-stage pipeline with day targets per stage, so work running late surfaces on its own instead of waiting to be noticed.
- Built the controls the business is audited on: roughly 40 permissions with per-employee overrides, two-factor login, and a full audit log that can restore any earlier version of any record.
- Ran all of it alongside full-time employment, which is the honest measure of how I handle a workload.

Software Engineer · Contract · Remote

- Contract work on the Android app: closed a security flaw that was letting modified builds pass saved photos off as live camera shots, and designed the interface for Kik X, a full redesign of the app.

PROJECTS

Hindsight

Open source · github.com/ElatDev/Hindsight

- A desktop chess review app I wrote and released for Windows, macOS and Linux. Free, open source, and runs entirely offline with no account.

SKILLS

Finance & operations	Account reconciliation, Payment research, Adjustments and corrections, Federal student aid, Regulatory compliance, PII handling, Case documentation, Billing, Invoicing, Payroll, Vendor management
Customer-facing	Inbound call handling, De-escalation, Written correspondence, Onboarding and training, Account management, Technical support
Remote work	Fully remote, Self-managed schedule, Handle-time and QA targets, Asynchronous written communication, Home office, wired connection
Software	Excel, Google Sheets, SQL, Python, Process automation