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| ***1829 Rue Saint-Andre Montreal H2L 3T9***  ***Cell Phone: 1 438 888 3818***  ***Email: catherineleemala@hotmail.com*** | ***Australian Certified Practising Accountant Associate Member***  ***Bachelor of Business Accounting***  ***Licensed Quebec Local Tour Guide*** |

***Career Objective***

***Utilize my experience and education to enhance organizational productivity.***

***Career Achievements & Highlights***

* ***Finance & Accounting:*** *Competently worked as Finance Assistant in an international organization for 2.5 years. Successful employment as Assistant Accountant and Office Administrator for 5 years in Accounting firms with advanced knowledge of statutory framework and accounting principles.*
* ***Taxation:*** *Advanced skills in taxation and relevant financial reporting for companies, trusts and pension funds.*
* ***Relationships & Networking:*** *Ability to build relationships and business alliances within small to medium enterprises in different industries. Demonstrated skills in communication and productive team collaboration.*
* ***Customer Service & Sales:*** *5 plus years experience with Excellent communication skills and problem solving ability in customer service as* *Pier Supervisor*, *Store Manager Assistant / Senior Sales Consultant and Licensed Quebec City Tour Guide.*

***Career Experiences***

**December 2014 – Current UNESCO Institute for Statistics** Montreal, Canada

**Finance Assistant**

**Responsibilities:**

* **Open, maintain and archive Finance Unit files:** Comprising of correspondence, expense claims, invoices, payments, reports and other related documents. Receive, date-stamp, sort, classify and route relevant financial documents.
* **Accounts Payable Processing:** Verify for accuracy and process the various multi-currency payment requests related to: purchase orders, contracts, expense claims, travel, etc. and ensure that all necessary certifications are provided; enter financial data into the financial and budgetary system (SAP - FABS). Follow up with suppliers and/or staff members on outstanding items to ensure that payments can be processed on a timely-basis and in accordance with the UNESCO financial rules and regulations. Reconcile and clear open vendor items as needed.
* **Provide support for the financial aspects of workshop / meetings:** Acting as the focal person in UIS Administration / Finance team; liaising with various field offices and external organisations regarding payments and other logical matters; reviewing the budgets and cost estimates; ensuring that all relevant documentation has been submitted for payment authorization prior to posting invoices in SAP – FABS; follow up with external parties to ensure related payments are processed in correct accounts and time frame. Reconcile workshop / meeting budgets with actual expenses and clear respective one-time vendor accounts.
* **External Organisational Payment Processing:** Process requests to the various UNESCO field offices and UNDP offices for payments on behalf of the UIS.
* **Tax Reconciliation and Reporting:** Prepare the sales tax claims ensuring that the claimed amounts are reconciled to the data in the finance and accounting system. Post any journal corrections as required.
* **Financial Reporting:** Assist with the monthly closures of accounts to: review and follow up on outstanding vendor accounts taking appropriate action as needed; assist with the analysis and regularization of open commitments; identify and post items to be accrued or pre-paid for IPSAS closures.
* **Back-up Travel Assistant**: Perform all required duties during the absence of travel assistant, including process travel request to travel orders, purchase air / train tickets and booking accommodations for staffs / meeting participants; process travel claims according to UNESCO rules and regulations.

**March 2014 – November 2014 MTL LESA** (Montreal Local Expatriate Spouse Association) Canada

**Volunteer Career Coordinator**

**Responsibilities:**

* **Participation and Communication:** Responsible for helping members and UN expatriate spouses settling in and seeking employment in Montreal. Liaison with external organizations and pass on career related information to members.
* **Organizing and Marketing:** Organizing career related events and workshops to provide knowledge and recourses for members to understand local employment market. Making speeches to promote MTL LESA and attract new members.

**May 2013 – November 2013** **Intercruises Canada** Montreal, Canada

**[Pier Supervisor](http://www.linkedin.com/search?search=&title=Pier+Supervisor&sortCriteria=R&keepFacets=true&currentTitle=CP&trk=prof-exp-title" \o "Find others with this title)**

**Responsibilities:**

* **Communication & Organizational Management:** Responsible for the cruise ship turnaround operation in Port of Montreal, especially luxury cruise lines such as Seaborn and Silversea. Sorting passenger manifests from Cruise Companies prior ships arrival. Organizing transports and accommodations for embarking and disembarking cruise passengers based on most cost efficient method. Collaborate with personnel on the ship and from administrative office of cruise companies in order to maintain good client relationships.
* **Staff Management:** By supervising 15 to 20 staffs during each operational day, I oversee cruise ship turnaround operation inside port of Montreal and make sure passenger disembarkation and check in process went smoothly. Most importantly, passengers satisfied services provided by our staffs at the port, hotels and airport.

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| **May 2012 – November 2012** | **Intercruises Canada** Quebec City, Canada | | |
|  | | | **Cicerone Tours** Quebec City, Canada |
|  | | | **Maple Leaf Guiding Services** Quebec City, Canada |

**Bilingual Tour Guide**

**Responsibilities:**

* **Tour Guiding:** Guided English-speaking walking/bus tours for cruise ship passengers in the World Heritage Listed Old Quebec City and surrounding areas.
* **Cruise Ships Turnaround Services:** Worked as a Coach Coordinator during the busy cruise ship turnaround season. My role was to ensure all coaches were ready to take disembarked cruise ship passengers to their correct destinations on time.
* **Promoting Quebec Tourism:** Responsible for planning and conducting 'exhibition tours' of Quebec City for Chinese media and travel agency delegates. The 'exhibition tours' were designed for Tourisme Québec and Destination Québec to promote Quebec City as a potential tourist destination for Chinese travelers. They featured a comprehensive overview of all major sites and attractions.
* **Tour Guiding:** Responsible for guiding English-speaking tours for North American students during the busy school holiday season. Also guided Chinese-speaking (Mandarin) tours for Chinese corporate delegates visiting Quebec City.

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| **February 2008 - August 2011** | **Cambel Sharpe & Co Pty Ltd** Melbourne,Australia |

*\* Cambel Sharpe & Co specialise in taxation and general accounting; providing a service to a small to medium business client base.*

**Assistant Accountant**

**Responsibilities**

* **Accounts Reporting:** Responsible for AccountsAdministration and financial reporting for individual partnership, company, self managed superannuation funds/pension funds and trusts.
* **Taxation:** Responsible for providing a taxation accounting service to clients including completion of BAS Statements, GST, end of financial year tax returns and relevant financial reporting.High level skills in transference of data from QuickBooks, MYOB and Banklink to Solution 6 and Handisoft to complete annual financial reports. Utilised data from financial reports to complete taxation returns.
* **Management Accounting*:*** Prepare quarterly cash flow management reports.
* **Bookkeeping:** Responsible for bookkeeping for small business clients including GST administration, BAS (GST) Reporting, Payroll / PAYG Administration, periodic accounts reconciliation and annual financial reporting.
* **Financial Reporting:** Responsible for providing a business accounting service to clients including interim / quarterly financial reports and annual financial reports and end of year taxation returns and self managed superannuation funds/pension funds financial reporting.
* **Accounting, Business Advisory & Analysis**: Prepared financial reports for the Partners’ perusal detailing clients’ financial records and performance and engaged in consultation to optimize taxation savings.
* **Interpersonal & Communication:** Provided advice in relation to complex taxation issues, implementation of new legislation in modifications to clients’ chart of accounts, structure and business reporting tools. Contributed effectively to the firm’s accounting team in collaborative service provision through competent advice, (financial, accounting, taxation and statutory reporting), to improve service delivery to clients.

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| **December 2006 - January 2008** | **JMK (Aust) Pty Ltd** Melbourne, Australia |

*\* JMK (Aust) Pty Ltd is a chartered accountancy firm servicing a client base of predominantly medium sized businesses and sole traders specialising in taxation and consultancy services.*

**Office Administrator**

**Responsibilities**

* **Taxation**: Prepare & lodge income tax returns, BAS (GST), IAS (Instalments), and Client Update Forms. Managed self managed superannuation funds for clients including auditing work papers for auditors and lodgement of tax returns using BGL Simplefund.
* **Management Accounting**: General accounting functions including financial reporting, preparation of Company Annual Returns, share transfer and other ASIC related administration using BGL. Competent financial reporting using MGL to balance Journals to Trail Balance.
* **Administration**: Utilised BGL CAS to manage corporate records; prepare and lodge ASIC forms. Utilised Timerec to enter timesheets and bill clients. Oversaw general office administration including client file management and internal record keeping.

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| **December 2004 - December 2007** | **K & M Trading Pty Ltd** Melbourne, Australia  **Downunder Souvenirs & Aussiemap Souvenirs** |

*\* K & M Trading Pty Ltd is a retail and wholesale souvenir company with outlets in the Melbourne CBD.*

**Store Manager Assistant / Senior Sales Consultant**

**Responsibilities**

* **Retail Management**: Manage Downunder Souvenir including liaison with management in stock control, strategies for profitability and daily operations, cash reconciliation, customer service, visual merchandising and all opening to closing of the day tasks.
* **Business Development, Staff Management & General Administration**: As Senior Sales Consultant at Aussiemap Souvenir, supervise two sales staff; oversee a high standard of service delivery, cash reconciliation and administrative functions including invoicing and stock control.
* **Customer Services**: Demonstrated people management skills as Supervisor of two staff at Aussiemap Souvenir including training in daily procedures and improved sales technique.Applied excellent communication skills in problem solving in customer service.

***Education & Professional Development***

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| **CEGEP Champlain – St. Lawrence**  Quebec City, Quebec, Canada  **Holmesglen Institute of TAFE**  Chadstone Campus, Victoria, Australia  **Central Queensland University**  Melbourne Campus, Victoria, Australia  **Central Queensland University**  Fiji Campus, Suva, Fiji | **Diploma of Quebec Local Tour Guide**  **(September 2011 – April 2012)**  **Certificate IV In Property Services (Real Estate)**  **(2010)**  **Bachelor of Business Accounting**  **(2003 – 2005)**  **Bachelor of Business Accounting & English Program**  **(2000 - 2003)** |

***Personal Skills***

**COMPUTER**

* **MS Office Suite – Word, Excel, PowerPoint**
* **SAP (FABS for UNESCO), PROSPER for UNDP Payments, QuickBooks, Solution 6, All MYOB Packages, Banklink, Elite, Handisoft BGL, MGL, Timerec**
* **Internet, Email**

**LANGUAGES**

* **English & Chinese – Mandarin (Written & Oral Fluency)**
* **French (Basic to Intermediate)**

***Other Volunteer Work***

* **Montreal Geotourisme Magazine Volunteer Writer, see page 131 of 2013 edition**

**Reference and Recommendations will be available on request.**