

EMPLOYMENT HISTORY & ACCOMPLISHMENTS

Elara Inc & Moti Ganz USA, Inc – New York, NY

2007 to present

Full Charge Bookkeeper

- Responsible for all A/P, A/R, monthly bank reconciliations and sales entry activities via Quick Books
- Maintain a healthy cash to debt ratio and advise owner of strategic timing to pay-off commercial loan and line of credit payment
- Assist and work with CPA closely on fiscal year closing, financial statements and corporate tax filing
- Devised and implemented a systematic approach to the payroll system via Paychex, which eliminated significant costs in late fees and penalties for payroll taxes
- Systematized sales and inventory tracking for a large US department store which resulted in a 50% improvement in accounts receivable accuracy and reduction of error
- Successfully initiated and executed paperless bill payment for 80% of all company expenses resulting in a time saving of over 50%
- Excel in self-directing and self-pacing as demonstrated by learning the QuickBooks and RightClick software independently
- Efficiently communicated sales and inventory results to owner and made practical recommendations

TD Canada Trust

Toronto Dominion (TD) Bank Financial Group – Toronto, Canada

2004 to 2006

Customer Service Representative (CSR)

- Received the prestigious Front Row Centre Award based on top sales in Greater Toronto Area
- Proven customer service reflected by consistently achieving top score on “Service Observation Coaching” audit
- Appointed as TD Pulse leader to lead employee satisfaction discussions and provide feedback to management for continuous improvement
- Sincerely recommended suitable “money-saving” opportunities and investment options to customers
- Managed and maintained optimal cash level (bills and coins) to satisfy customer demand as a part time Head Teller

Protégé Inc., Information Technology Dept. – Norwell, MA

2001 to 2002

Junior Software Developer (for BrokerAudit™ software)

- Assisted client analysts in their data validation and application testing efforts
 - Interfaced with clients, project managers and technical leads to provide regular status and code upgrades
 - Developed import processes using MS SQL Server Data Transformation Services and SQL Stored Procedures
 - Proven capacity to learn and execute by programming with Actuate™ only after one day of training
 - Applauded by supervisor to always think ahead and ask mind provoking questions at the appropriate time
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EDUCATION

2005

Customer Relations Coordinator Training – Toronto, Ontario
Toronto Dominion (TD) Bank Financial Group

National Review Exam – Toronto, Ontario
Toronto Dominion (TD) Bank Financial Group

2004

The Institute of Canadian Bankers – Toronto, Ontario
Investment Funds in Canada

1997-2001

Bachelor of Management Science – Bridgewater, MA
Major: Management Information System

SKILLS SUMMARY

Accounting Software: QuickBooks 2002, 2011 & Turbo Tax

Payroll: Paychex Payroll System

MS Office: Excel, Access, Word & Power Point

Interpersonal Skills: Customer Service & Client Relations

Inventory System: Right Click

Programming Languages: C, Visual Basic 6.0, SQL

Languages: Fluent in English & Cantonese. Intermediate conversation level Mandarin

REFERENCE – available upon request