Sothea K Baig

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**OBJECTIVE**

Seeking a position that will allow me to utilize my skills and experience with in business.

**EDUCATON**

Bloomfield High School CT, Graduate in 1990 (Diploma)

Kaplan University February 2006- October 2006

**WORK EXPERIENCE**

**Fiserv June 8 2010-Present**

**Fiserv Operation Clerk at Glastonbury**

**Item Processor I**

TCM Key/ Balance items that need keying, do Optical Listing Summery file Import and Export, Administrator file end of day procedure.

Work on Early Cash Letter, Item Entry Correction, File Management, Transfer Capture Run, Block Status, Print Capture Listing Daily Procedure.

Microsoft Excel Microsoft Office Financial Into Fed Return Receipt document Processing item entry, balancing, Import and export document processor run summary, exception item files. Operation Batch EOD (Bank) sent file, Run daily procedure, Optical 1xmit to host, 3 create optical report review. Check if it ready to sent file out, make sure files are already to through transfer blocks. Distributive capture in clearing verification.

**BANK OF AMERICA/FLEET BANK HARTFORD CT.**

**Processing Clerk April-2003 to June 2005**

**Middle Market /OCR**

Perform account balance reconciliation using the appropriate proving technique conducts research utilizing the formats of various computer generated and/ or accounting formats in an effort to resolve account problem. Prepares forms through the operation of keyboard instruments. Responds to internal/ external service questions and or problem, operates ordinary and or specialized business machines.

CDR and CDS Processing Clerk work with a lot of different account.

**ACH DEPARTMENT EAST HARTFORD CT**

**Operation Assistant October-1994 to Nov -2000**

Perform account balance reconciliation using the appropriate proving technique, forms to resolve account issues. Prepare accounting forms. Respond to internal and external customer service inquires.

**SHAWMUT/CBT BANK**

**Reclamation Research Clerk, Delete and Reversal Clerk ACH Electronic Processing Deportment Hartford CT**

**Research Analyst June 1989 to July 1994**

Assist customer with question or issues, regarding account status, telephonic customer service. Prepared customer correspondence and typing. Support report production for balancing account activities. Researches accounts and verify service Data Entry Clerk are responsible for the up keep and maintains of company records accounting employee data, etc. Data Entry Clerk must sign a confidentiality agreement prior to hiring to ensure the safe. Skills general knowledge of UCCEL TSO info Pac and Microsoft Office Microsoft Word Outlook Express Respond to internal and external service inquires.

Responsible for check processing and adjustments for internal bank departments Debit and Credit customer account prepare phone requests for statement and balancing process daily microfiche and microfilms research bank records for the purpose of identifying and resolving inaccuracies.

**LANGAGE SKILLS English, Cambodian (Fluent)**

Hardworking, Responsible, Respectable, Flexible, Team player.

***Reference – upon request***