# Magdalena Gissel

**1953 Whitney Ave Apt. C2, North Haven, CT 06473**

**860-810-3952 *•*** [**magdagoodwin@yahoo.com**](mailto:magdagoodwin@yahoo.com)

## ACCOUNTING / ADMINISTRATIVE SPECIALIST

Solutions-focused professional with a comprehensive background in office administration and accounting. Calm demeanor in the face of difficulties; ability to manage multiple projects while working under pressure in fast-paced environments. Highly versatile; adept at quickly mastering new roles and responsibilities. Reputation for integrity, perseverance, and work ethic. Continuously pursues opportunities to learn and takes on challenges for further professional growth.

***Core Competencies and Areas of Expertise***

***• Accounting & Bookkeeping • Proactive Problem Solving • Technical Skills***

***• Decision-Making • Sharp Attention to Detail • Process Improvement***

***• Scheduling & Calendaring • Database Management • Relationship Building***

## PROFESSIONAL EXPERIENCE

**Open Solutions, INC., Windsor, CT (2007-2009)**

**IP General Return Items**

Maintained full accountability or handling a broad range of day-to-day activities in support of organizational goals and objectives. Enhanced operational performance by troubleshooting and resolving complex image batch and bank balancing errors and submitted positive pay data to bank. Applied strategic planning, prioritization, and project management skills toward consistently achieving critical deadlines while maintaining high quality standards. Collaboratively worked with staff to execute credit applications for new vendors and reports. Developed and applied a strong proficiency in using computers, 10-key calculators, typewriters, and copy machines to perform calculations and produce documents.

* Effectively prepared and processed returns and balanced checks to prepared electronic cash letter and statements ensuring accuracy and timely completion.
* Applied a strong comprehension in Microsoft applications to create spreadsheets, reports and written documents, further illustrating strong technical skills.
* Evaluated and resolved information on IS-Check, verified account, routing, serial number and dollar amount.

**MetLife Insurance, Hartford, CT (2006-2007)**

**General Clerk II**

Strategically prioritized and drove key projects to ensure on-time, requirements-compliant completion. Proficiently routed incoming mail, sorted and filed records, and set up appointments, with strong focus on optimizing productivity, efficiency, and accuracy.

* Reviewed, evaluated, and resolved customer complaints, as well as handling correspondence from customers on issues involving missing documentation, address corrections, last name changes, and business address changes.
* Drafted and submitted financial questionnaire, as well as evaluating files, records, and other documents to obtain information to respond to requests.

**Bank of America, Hartford, CT (2004-2006)**

**Proof Encoding/Return Items**

Played a key role in reviewing, evaluating, and processing checking and saving account transactions. Trained and mentored a cross-functional team of new hires on electronic processing systems. Applied a strong proficiency in operating proof encoding machines, 10-keys calculators, typewriter and copy machine.

-*Continued*-

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**EDUCATION**

**BS in Business Administration – Accounting & Finance**

American Intercontinental University, Hoffman Estates, IL, 2010

**AS in Business Administration – Business to Business**

American InterContinental University, Hoffman Estates, IL, 2008

**CERTIFICATION**

**Certificate - Business Administration, Accounting**

Tunxis Community College, Farmington, CT, Pending

**Certificate - Administration, Medical Office**

Goodwin College, East Hartford, CT, 2005

**Associate of Applied Science (A.A.S) degree in Banking (Maturity Certificate)**

Diploma of Completion from Postsecondary School (Poland), 1995

## TECHNICAL SKILLS

Microsoft Word, Excel, Outlook, PowerPoint, QuickBooks, and Internet