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Monica Allen

SUMMARY

I am experienced in problem solving and very detail oriented with accuracy while communicating with a customer both internal and external.
Demonstrate critical thinking.
The ability to work independently with little or no supervision.

EXPERIENCE

Harris County Tax Office, Houston, Tx – Asst. Manager

Oct 1989–August 2017

- Resolve customer complaints or answer customers questions regarding policies and procedures.
- Supervise the work of office, administrative, or customer service employees to ensure adherence to quality standards , deadlines, and proper procedures, correcting errors or problems.
- Implement departmental policies, procedures, and service standards in conjunction with management.
- Review records or reports pertaining to activities such as production, payroll, or shipping to verify details, monitor work activities, or evaluate performance.
- Research, compile, and prepare reports, correspondence required by management or governmental agencies.
- Make recommendations to management concerning such issues as staffing decisions or procedural changes.
- Debit, credit , and total accounts on computer spreadsheets and databases, using specialized accounting software.
- Receive, record, and bank cash, checks, and vouchers.
- Comply with state, and company policies, procedures, and regulations.
- Prepare bank deposits by compiling data from cashiers, verifying and balancing receipts, and sending cash, checks, or other forms of payments to banks.

- Prepare and process payroll information.
- Maintain inventory records.
- Analyze and inspect documents to verify fraud.

EDUCATION

University of Phoenix, Houston, Tx.- Business Management

August 2010-August 2011