

ASST. OPERATIONS MGR/CUSTOMER SERVICE MANAGER

Summary

I am looking to obtain a position in the Accounting Department. I am a Seasoned Accounts Receivable with 21 years experience managing accounting needs across multiple platforms. Advanced technical knowledge, including AS400, Quick Books, Excel, Word, and Apprise.

Highlights

Accounts receivable professional

Accounting operations professional

Strong communication skills	• Proficient in Microsoft Office
Expert in customer relations	• Sarbanes-Oxley
Effective time management	• Customer-oriented
Excellent managerial techniques	• Thrives under pressure
	• Independent worker
	• Solution-oriented

Accomplishments

Increased compliance for the cash management department by 95% by aiding in internal and external audits. I received and a bonus. Produced 25% more account reporting data than required by taking on additional duties. Reduced the open invoice cycle time from 90 days to 120 days by developing new dispute reporting procedures. Researched and resolved billing problems that had been previously missed.

Experience

Asst. Operations Mgr/Customer Service Manager Aug 2011 to Current

Bgc Partners 1/4 West Valley City , UT

Processed an average of 25-75 invoices per month for a large-scale organization. Calculated figures such as discounts, percentage allocations and credits. Verified details of transactions, including funds received and total account balances. Opened and assigned new client accounts. Coordinated approval processes of all accounts payable invoices. Researched and resolved billing and invoice problems.

Maintained up-to-date knowledge of store policies regarding payments, returns and exchanges. Prevented store losses using awareness, attention to detail and integrity. Trained 10 new employees quarterly. Earned "Top Seller" for two consecutive quarters in 2012 & 2013. Achieved high sales percentage with consultative, value-focused customer service approach. Computed accurate sales prices for purchase transactions. Generated sales and inventory reports in Excel with data from a variety of sources, maintaining a 100% accuracy rate. Expressed appreciation and invited customers to return to the store. Successfully interacted with customers and retail buyers to expedite orders. Served as the company's only bilingual Spanish/English customer service representative. Promptly responded to general inquiries from members, staff, and clients via mail, e-mail and fax. Assisted customers with store and product complaints. Guaranteed positive customer experiences and resolved all customer complaints. Accurately logged all daily shipping and receiving orders. Increased store sales by 10% by upselling merchandise.

Customer Rep Mar 2009 to Apr 2010

Bgc Partners 1/4 New York , NY

- Processed an average of 700 loans per month for a large-scale organization.
- Calculated figures such as discounts, percentage allocations and credits. Verified details of transactions, including funds received and total account balances. Revamped accounting quality system to prepare for important audits. Opened and assigned new client accounts. converting 10-15 closed accounts into renewal customers .

Facility Manager Dec 2006 to Jul 2007

LAZ Parking 1/4 City , STATE

- Managed team of 23 of professionals. Processed an average of 450-500 invoices per month for a large-scale organization. Reduced time and costs and increased efficiency by introducing new accounting procedures. Calculated figures such as discounts, percentage allocations and credits. Verified details of transactions, including funds received and total account balances. Deposited checks daily. Balanced batch summary reports for verification and approval. Researched and resolved billing and invoice problems. Directed and educated junior team members on auditing techniques and software. Tested the design and effectiveness of internal controls by completing walk-throughs of complex business processes. Diligently monitored remediation plans to confirm proper resolution on design paperwork. Verified that company controls were in compliance with established policies by auditing stores and warehouses. Completed regulatory, pre-implementation and risk-based audits to achieve business objectives. Drafted meeting agendas, supplied advance materials and executed follow-up for meetings and team conferences. Managed the receptionist area, including greeting visitors and responding to telephone and in-person requests for information. Designed electronic file systems and maintained electronic and paper files. Planned meetings and prepared conference rooms. Wrote reports and correspondence from dictation and handwritten notes. Dispersed incoming mail to correct recipients throughout the office. Supplied key cards and Parking access to employees and parkers. Made copies, sent faxes and handled all incoming and outgoing

correspondence.Facilitated working relationships with co-tenants and building management.Organized files, developed spreadsheets, faxed reports and scanned documents.Created weekly and monthly reports and presentations.

Facility Manager Aug 1993 to Dec 2006
Standard Parking Corp 1/4 City , STATE

- Processed an average of 300 invoices per month for a large-scale organization. Calculated figures such as discounts, percentage allocations and credits.Reduced time and costs and increased efficiency by introducing new accounting procedures.Verified details of transactions, including funds received and total account balances.Suggested process improvements to secure prompt and regular receipts for the clients.Deposited checks daily.Coordinated approval processes of all accounts payable invoices.Rectified escalated accounts payable issues from employees and vendors.Researched and resolved billing and invoice problems.Monitored new trends and technologies as they applied to audit areas.Tested the design and effectiveness of internal controls by completing walk-throughs of complex business processes.Diligently monitored remediation plans to confirm proper resolution.Verified that company controls were in compliance with established policies by auditing stores and warehouses.Completed regulatory, pre-implementation and risk-based audits to achieve business objectives.Collaborated extensively with auditors during preliminary and year-end audit processes.Evaluated accounting requirements during discovery meetings with potential clientsPrepared financial and regulatory reports required by laws, regulations or boards of directors.Maintained confidential information, such as pay rates, bonus targets and pay grades.

Education

Bachelor of Science , Accounting 3 2011 Colorado Technical University 1/4 City GPA: GPA: 3.5/4.00

3. 2 GPA

Kennedy King College 1/4 City , State GPA: Presidential Scholar Graduate

Presidential Scholar Graduate 4.0 GPA

Skills

Accounts payable

Accounts receivables

Auditing

Bank reconciliation

Billing

Data entry

Email

MS excel

outlook

power point

windows XP

MS word

AS400

Quick Books