

Michelle Base

Spirit Lake, ID 83869

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(208) 215-1137

Authorized to work in the US for any employer

Work Experience

Accounts Receivable

The Coeur D' Alene Resort - Coeur d'Alene, ID

October 2018 to Present

Setting up a post master and routing the accounts to group folios. Filing, auditing, and organizing group events paperwork and billing. Sending monthly statements by email and/or mail. Posts group event payments by recording cash, checks, and credit card transactions. Data entry. Research disputed charges. Update receivables by totaling unpaid invoices. Remote deposits. Creating accounts for new memberships. Resolves valid or authorized deductions by entering adjusting entries. Protects organization's value by keeping information confidential. Accomplishes accounting and organization mission by completing related results as needed.

Front Desk Agent

Triple Play Resort & Suites - Hayden, ID

September 2017 to May 2019

Make guest reservations in person, email and telephone, as well as assisting them with making changes. Process guests and their assigned rooms. Accommodate guest requests. Communicating with hotel staff on the status of guest rooms. Up selling guest rooms and promoting hotel services.

Universal Solutions Advisor

PrimeSource Credit Union - Spokane, WA

September 2017 to October 2018

Understanding all products and services offered. Proficient in all additional processing systems, a thorough knowledge of computer programs, account membership procedures, and laws, lending terminology, and lending laws. Provide routine information on organization policies, perform routine member transactions, verifying proper identity, respond to members requests, interview member loan applications and gather the required information, assist in person, instant messenger, email and telephone. Promotes and cross sells products and services. Open new memberships, open accounts and update information as requested. Assist with IRA accounts and questions. Continually improving knowledge by attending classes, seminars, and conferences.

Vault Teller

Silverwood Theme Park - Athol, ID

March 2017 to September 2017

Issuing and balancing all cash drawer tills, counting, sorting all currency and coin. Respond to requested change orders by phone. Giving correct change for guests and employees. Filing paperwork. sorting and stocking till drawers for following business day. Using various equipment including; 10-key,

coin sorting machine, currency sorting machines, coin roll machine. Customer service with attention to detail.

Recreation Center Front Desk Night Supervisor

Stoneridge Resort - Blanchard, ID

June 2016 to August 2017

Greeting, checking in and out owners and their guests. Customer service, daily occupancy report, respond to emails, cash handling, processing credit card transactions, and balancing a drawer. Activities, instructor for craft classes, stock inventory, filing, 10-key, bookkeeping. In charge of statistics in excel. Wash and fold towels, cleaning, opening/closing procedures.

Cashier/Customer Service

WinCo Foods - Coeur d'Alene, ID

August 2016 to December 2016

Customer service, Assists customers waiting for check out, cash handling, scanning groceries, price checks, self check services, process coupons, make sure areas are clean, assist other employees with duties, replace goods on shelves.

Dietary Aide

Kootenai Health

October 2015 to April 2016

Perform a variety of tasks in preparation, service and delivery of food products and/or service operations. Operate the dish machine, transport equipment, food and supplies. Also worked as a expeditor.

Recreation Center Front Desk Associate

Stoneridge Resort - Blanchard, ID

May 2015 to August 2015

Greeting, checking in and out owners and their guests. Customer service, daily occupancy report, respond to emails, cash handling, including card transactions, and balancing a cash drawer. Activities, instructor for craft classes, stock inventory, filing, 10-key, bookkeeping, wash and fold towels, cleaning, opening/closing procedures.

Lunch Room Duty Aide, and Custodian

Lakeland School District - Spirit Lake, ID

November 2014 to June 2015

Supervise students in the cafeteria during meals, circulate among tables during mealtime to be available to children who need assistance or resolve problems. Ensure cleanliness of cafeteria tables, garbage cans, and floor. Cleanliness of classrooms, hallways, and restrooms after school.

Member Service Representative

Global Credit Union - Valley, WA

June 2013 to November 2014

Open new accounts, teller transactions, answer multi-line phones, process loan payments, cash advances, incoming/outgoing wires, cash handling, balancing, automatic clearinghouse transaction paperwork, assist with on-line banking, order marketing supplies, process paperwork and cash handling for atm and cdm machines.

Customer Service Representative

Title Cash - Post Falls, ID

June 2012 to December 2013

Loan processor for payday and title loans. Bank deposits, collections, answer multi-line phones, reminder calls, process files, cash handling, and card transactions, filing, cover other stores in the event of needed coverage, bookkeeping, selling repossessed vehicles.

In Home Care Provider

Wellspring Meadows - Hayden Lake, ID

November 2008 to December 2010

In Home Care Provider. Providing personal care including but not limited to; cooking, cleaning, transportation, bathing, running errands, help with financing.

Customer Service Representative

Inland Northwest Bank - Spirit Lake, ID

July 2007 to May 2009

Teller transactions, cash handling, answer multi-line phones, process large deposits, cash advances, credit card payments, domestic and international wires, balancing, order supplies, on-line banking, new accounts, handling closed accounts.

Certified Family Home Provider

Idaho Dept. of Health & Welfare - Spirit Lake, ID

August 2006 to November 2008

Coeur D Alene, ID / Spirit Lake ID.

Certified Family Home Provider. Providing personal care including but not limited to; cooking, cleaning, bathing, transportation to doctor appointments, grocery stores, and run errands. Help with financing. This was a 24 hour job done out of my home.

Driver Coordinator

Motion Auto Supply

September 2003 to December 2006

Coordinate drivers with their deliveries, schedule their breaks, handling shipping, receiving, warranties, answer multi-line phones, cash handling, process orders, stock and inventory.

Education

Bookkeeping in Accounting

Stratford Career Institute - Champlain, NY

2014 to 2018

Early Childhood Education

Stratford Career Institute - Champlain, NY

2013

Medical Transcription

North Idaho College

2012

High School Diploma

American School - Lansing, IL

2007

Skills

- Customer Service (10+ years)
- Receptionist (10+ years)
- Retail Sales (10+ years)
- Solutions (10+ years)
- Time Management (10+ years)
- Accounts Receivable (10+ years)
- Medical Billing (4 years)
- Billing (10+ years)
- Filing (10+ years)
- Microsoft Office (10+ years)
- Data Entry (10+ years)
- QuickBooks (2 years)
- Bookkeeping (10+ years)
- Auditing (10+ years)
- 10 Key Data Entry (10+ years)
- Accounts Payable (10+ years)
- Account Reconciliation (10+ years)
- Forecasting
- Journal Entries
- Accounting
- General Ledger Reconciliation
- General Ledger Accounting
- Financial Report Writing
- Financial Analysis

Assessments

Filing & Organization — Highly Proficient

September 2018

Measures a candidate's ability to arrange and manage files or records using a set of rules.

Full results: <https://share.indeedassessments.com/attempts/68368d2fd2bfb03369e77569781112b0eed53dc074545cb7>

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

Skills:

Can coordinate and analyze solutions for optimal efficiency and strict attention to detail. Ability to multi-task in a high volume environment workload. Outstanding customer service skills with a positive and enthusiastic attitude. Excellent computer skills. Time management. Medical terminology. Assistance with medications.