

Denise Reyes

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Aspiring Certified Public Accountant Who Understands:

- ❖ The importance of attention to detail, customer service, professional presentation, and branding;
- ❖ How even “small” or “unimportant” jobs are critical to the success of the enterprise as a whole; and
- ❖ How to adapt communication skills and techniques to the audience, and to provide “plain English” explanations for abstract and challenging concepts.

SKILLS

Client Service & Office Assistance

- Experienced in customer relations in a variety of environments and with differing clientele.

Bilingual

- **Spanish:** Highly proficient in speaking. Proficient in reading and writing. Familiar with customs and culture, and experienced in performing customer service functions with native Spanish speakers.

Computer Skills

- **Software & Applications:** Microsoft Office Suite (Word, Excel, and PowerPoint); Lexis/Nexis; Megasy; FileZilla; CyberSource; DocuWare; Google email, calendar, and other applications; and social media.
- **Hardware:** Active technology user able to provide technical assistance on hardware from PCs to tablet computers, to smart phones.

EDUCATION

Santa Monica College

AS in Accounting 2019 to Present

Work

- Self-funded education through part-time and full-time work.
- Sears: 25-30 hrs/wk in retail sales. Wide-ranging work from being entrusted with closing out cash registers, to stocking the floor and storeroom.
- Acell Repair: 30-38 hrs/wk evaluating damages and instructed customers about estimated cost and offering alternatives when available. Performed all repairs with utmost concern for customer privacy.
- IHSS Provider: 40 hrs/wk managing client's schedules and ensuring all doctor's appointments are scheduled with meticulous attention to detail to ensure absolute accuracy.

EXPERIENCE

First Credit Finance, Van Nuys, CA

2018 to Present

Receptionist & Accounting Assistant for busy small business. Provide office support, like servicing client accounts accepting loan payments, preparing daily reports using Excel spreadsheets, and as-needed office assistance to ensure smooth business operations. Also provide client-based services like answering phones and resolving problems for clients. Communicate with substantial Spanish-speaking client base.