**Accounting / Human Resources**

*Skillful, dynamic Accounting and HR professional**with demonstrated capacity to provide comprehensive, executive level support on a global scale.*

— Key Qualifications —

* Proven track record of accurately completing research, reporting, accounting, information management, and business-development efforts within time and budget requirements.
* Highly effective trainer and collaborative communicator, fluent in English and Spanish.
* Strategic planner, knowledgeable in labor laws and government regulations, with an expertise in performance management and organizational development.
* Adept at developing and maintaining detailed administrative and procedural processes that reduce redundancy, improve accuracy and efficiency, and achieve organizational objectives.
* Highly focused and results-oriented in supporting complex, deadline-driven operations; identify goals and priorities and resolve issues in initial stages.
* Proficient in Microsoft Office Suite, Outlook, QuickBooks, Peachtree SAGE, SAP and Windows operating systems.

Professional Experience

Trust Mortgage- San Juan, P.R

**Accountant**November 1, 2020 to Present

40 Hours

* Accounts payable and Accounts receivable
* Customer Service
* Post Mortgage cases Analysis
* Mortgage Analysis and process closing payments
* Process canceled mortgages
* Purchase
* Bookkeeping
* Accounts Balances, Statements and General Ledger
* Preparing Governments Reports
* Accounts Reconciliation including Escrow Account
* Audit Accounts
* Payroll & Commissions

Air Products- Allentown, P.A.

**Billing Analyst Specialist** June 18, 2018 to December 6, 2019

40 Hours

* Answers incoming customer phone calls
* Logs disputes-disputes into the SAP disputes system
* Evaluates appropriate assignment of disputes
* Prioritize and manage portfolio of customer disputes
* Research and resolve customer disputes, including root cause determination
* Follow up with customer to determine satisfaction with complaint resolution
* Process manual billings as required
* Review and process special handled invoices
* Obtain approvals for billing adjustments according to SOX guidelines
* Communicate significant adjustments to the FI organization as required
* Interface with Customer, Business Area, Contract Admin, Tax Department, Order Teams and Customer Master Data Team
* Participates in cross-functional and cross-organizational meetings/teams when required to ensure customer issues/disputes are resolved and root cause has been fixed.
* Receive and resolve customer billing issues by working with Collections staff, order processing staff and the commercial teams.
* Work with business area representatives and the Customer Master Data Team and Contract Administration to ensure SAP is updated with correct current information prior to billing adjustments being identified.
* Utilize the SAP Disputes process as the method of communication for Billing Problems across teams; updating text in the complaint as well as recording information in the Collections data screens at the invoice level.
* Assist in review/analysis of SAP control reports for errors/problem resolution, SAP Disputes reports for managing disputes, and Business Warehouse reports.
* SOX Reports – Credited invoices and Cancelled invoices

Yoh Services / Air Products- Allentown, P.A.

**Accounts Payable Specialist** January 15, 2018 to June 15, 2018

40 Hours

* Accounts payable
* Responsible for ensuring that supplier invoices are efficiently processed in SAP
* Investigate and resolve problems associated with processing of invoices
* Prioritize invoices in accordance with early pay discounts opportunities
* Process high volume of PO and non-PO invoices
* Process Freight invoices
* Timely resolution of vendor/internal discrepancy cases related to outstanding invoice issues.

Trust Mortgage- San Juan, P.R

**Accountant**June 28, 2017 to October 14, 2017

40 Hours

* Accounts payable and Accounts receivable
* Customer Service
* Post Mortgage cases
* Mortgage Analysis and process closing payments
* Process canceled mortgages
* Purchase
* Bookkeeping
* Accounts Balances, Statements and General Ledger
* Preparing Governments Reports
* Accounts Reconciliation including Escrow Account
* Audit Accounts
* Payroll & Commissions

RC Imports- Carolina, P.R.

**Accounting Administrative Assistant** Oct 6, 2016 to June 25, 2017

40 Hours

* Prepare services and deliveries schedules
* Logistics coordinator
* Prepare quotes, orders and billings.
* Accounts payable and Accounts receivable
* Customer Service
* Inventory Analysis
* Purchasing – Quotes, PO, Orders, Shipping, Delivery and Coordinate receiving
* Imports logistics coordinator
* Research and development process of new products for sale
* Schedule and coordinate equipment rent and sales
* Schedule equipment repairs with technicians
* Purchasing parts for repairs

MS Transport, Inc. – Carolina, P.R.

**Accounting & Human Resources Field Supervisor/ Manager** April 1,1999 to Sept 30, 2016

Oversee diverse administrative functions, supporting all director-level projects and information-management processes. Develop and implement policies to streamline processes and uphold legal compliance. Maintain exceptional relationships with employees addressing training needs and communicating on safety awareness and program key initiatives. Prepare meeting agendas and carefully monitor action items.

*Selected Contributions:*

* Supervise 50+ employees, Employee Relations and Discipline.
* Coordinate and host successful training seminars, monitoring the professional development of each employee and providing constructive feedback conducive to growth.
* Serve as route and logistic coordinator
* Fleet management.
* Company Accounting- accounts payable, accounts receivable, Bookkeeping, developing budgets, managing funds and resources, performing cost-benefit analysis, Financial statements, estimating future financial needs, and guiding other employees regarding budget procedures.
* Process payroll and employee taxes.
* Create and manage company policies & Law compliance.
* Govern the employee recruitment process, seamlessly managing benefits packages and compensation.
* Vendors relationship – Credit Lines, Quotes, Purchase orders, Orders, Purchasing
* Coordinate employees’ schedules and licenses, ensuring adequate coverage always.
* Maintain meticulous records, safeguarding all company policies and confidentiality.
* Safety and Security Coordinator and Auditor.
* Customer Service- Proposals, Contracts, Billing
* Accounting, Inventory, Purchasing, Budgets, Government agencies permits.

Educational Background

**Master of Business Administration,** Global Management / Human Resources

University of Phoenix, 2011

**Bachelor of Business Administration** & Accounting

John Dewey College, 2008