

CONFIDENTIAL

07/2017 – Present

Arlington, Texas

HYBRID

Office Manager

- Oversee fast-paced, deadline driven CPA/Business Advisory firm via in-person and remote access
- Caretaker of all confidential and sensitive information and files
- Calendar maintenance, travel and meeting arrangements, expense reports
- Create and maintain all vendor relationships for firm including IT, utility, building and tenant management
- Communication and relationship with all clients providing excellent client care
- Provide initiative, recommendations and assistance regarding policies, procedures, and firm matters
- Administrative support for firm owner
- Perform special projects as assigned by firm owner
- Resolve and troubleshoot IT issues, implement a centralized process to reduce IT expenses by approximately 20% (vendor costs as well as employee time)
- On-boarding and off-boarding of employees
- Supervise administrative staff
- Firm billing, A/P, A/R, bank reconciliations, payroll preparation
- Preparation of firm financial statements
- Arrange and distribute client financial statements, tax returns and other client communication
- Management of facility (building maintenance, purchase of office supplies, furniture, equipment, etc.)

BizSupplies.com

09/2005 – 12/2018

Fort Worth, Texas

100% REMOTE

Office Manager

- Was responsible for overall operations for this E-Commerce office supply company
- Caretaker of all confidential and sensitive information and files
- Customer service
- Assisted with interviews and hiring of staff/new hire information/paperwork
- Created and maintained all vendor relationships including suppliers and IT
- Transferred information from industry proprietary software to accounting software
- Processed customer invoices, A/P, A/R, bank reconciliations
- Prepared and filed quarterly taxes and multistate sales taxes
- Prepared payroll and filed payroll taxes
- Prepared expense reports

Air Clinic HVAC

10/2015 – 6/2017

Arlington, Texas

ON-SITE

Office Manager

- Oversaw 6-person office for this HVAC company
- Caretaker of all confidential and sensitive information and files, new hire and employee paperwork
- Transferred information from proprietary software to accounting software
- Processed customer invoices, A/P, A/R, bank reconciliations
- Maintained Purchase Orders
- Implementation and training of new time management system which improved overall efficiency for operations
- Implementation and training of new credit card processing system reducing expenses by approximately 20%
- Developed company handbook

- Was responsible for company vehicle registration, inspection, and insurance coverage
- Organized safety training for drivers utilizing company vehicle insurance companies' programs
- Assisted dispatchers with customers, technicians, and installers calls
- Purchased office supplies and managed property owner issues
- Managed all office equipment including computers, phones, and company cell phones

Bold Financial Partners

09/2014 – 10/2015

Arlington, Texas

ON-SITE

Administrative Assistant (Part-Time)

- Responsibilities included opening new client accounts, transferring IRA's, 401Ks, stock certificate processing through the company's financial affiliation with Raymond James Financial Services
- Set up special and monthly events for clients and prospects to join in an open discussion with the financial advisor on specific and timely topics

Cleanstar National, Inc.

03/2013 – 05/2014

Marietta, Georgia

ON-SITE

Operations Director / Office Manager

Operations Director responsibilities for this commercial janitorial company required the development of a new operations department

- Oversaw the duties of four area managers by prioritizing responsibilities and locations to ensure each team's performance were meeting the client's expectations and the company's standards
- Implemented a new debit pay card system for staff that did not have direct deposit capabilities resulting in overall reduction of payroll processing time by approximately 35%
- In charge of trouble-shooting client questions and/or problems, as well as any cleaning personnel issues

Office Manager

- Duties included A/P, A/R, 10+ bank reconciliations
- Developed and maintained relationship with CPA
- Scheduling of sales appointments from Google leads
- Interviewing and assisting in hiring of office personnel, ordered office supplies and managed overall office activity

Tarrant County College

1989

Skills/Proficiencies

- Microsoft Office: Word, Excel, Outlook, PowerPoint
- QuickBooks
- Access
- Publisher
- Adobe Acrobat
- Zoom/Team Meetings/Facetime
- Industry related proprietary software
- Self-starter
- Dependable
- Organized and efficient
- Motivated, self-starter, little to no supervision required

Licenses

Notary Public