**Candidate First Name Last Name**

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| **EXPERIENCE** | **EDUCATION**  **CERTIFICATIONS**  **SKILLS**  Administrative support  Product support  Multitasking  Problem solving  Data Analytics  Efficient and accurate  Attention to detail  Organized & efficient  Self-motivated  **TOOLS**  Google apps  Google g-cases  Salesforce  Data Loader  NetSuite  FIAS  Quickbooks (all versions)  eDelivery  TurboTax  Microsoft Office  Microsoft Excel    **WEBSITES**  **OTHER** |
| **ACCOUNTEMPS, ARVATO FINANCIAL SOLUTIONS AT GOOGLE INC., SUNNYVALE, CA MARCH 2015– PRESENT**  *Payment Services Specialist*   * Respond to clients requests for approvals of refunds, credit/debit memo, write off * Query handling - internally & externally. Deal with queries and assist with customers escalations * Provide support to new project implementation for local invoicing in Argentina * Cash applications (payment matching, cancellation, revenue re-class). * Migrate new customers from old billing system to new billing platform * Responsibility for Tax detail validations for Latam countries. Analyze current process and provide feedback on improvements * Assist in month-end close, account reconciliation and reporting * Ensure that documentation and data required for all approval functionalities are stored for audit purposes. * Attend team meetings to ensure processes are followed accurately and facilitate communication within Global teams   **MONREAL & ASSOCIATES INC., SAN JOSE, CA SEPTEMBER 2012 – February 2015**  *Accounts Payable & Receivable Specialist*   * Developed and managed key relationships with both new and existing clients * Analyzing financial information to prepare entries in general ledger * Reviewed and reconciled financial, payroll, and bank statements * Assisted in recording accounts payable and receivable entries in Quickbooks * Prepared financial reports: Profit and Loss, General Ledger, Vendor Balance Detail * Collaborated with external auditors, providing in-depth assistance during periodic audits * Tracked and managed employee performance and time-management * Prepared and processed individual income tax returns for filing * Trained and supervised 5+ employees in office procedures and protocol * Processed Sales Tax prepayments and IRS payments for 3+ business clients * Responded to Federal or State agencies relating wage garnishments * Assisted in projects as assigned   **EXPERIS at CISCO SYSTEMS INC. SEPTEMBER 2006 – AUGUST 2012**  *Product Grant Program Administrator / Order Administrator / Team Lead*   * Managed the daily order cycle requests and escalations for open and closed orders by providing credit and/or replacements * Assisted in developing, documenting, implementing, and enforcing processes, policies, and controls around all elements of the sales order transaction. * Updated and implemented process improvements. * Uncovered and defined client needs through meetings and on-going communication * Managed comprehensive data integrity and migration from one tool to another * Facilitated communication and information between all demand supply chain groups from BOM validation, ordering, shipping to implementation of all donations * Communicated between suppliers/vendors and engineers to ensure content integrity and consistency for purchase orders * Provided excellent customer service to clients and customers. * Verified all orders and request were booked consistent with Cisco policies |