**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
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