

Robert Smith

Auditor II

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SUMMARY

Auditor with more than 18 years of successful experience in customer service, accounting/auditing, and food and beverage. Excellent working knowledge using profitvue software through terminal server web connection and Micros Systems. Ability to train, motivate, and supervise customer service employees. An exemplary and participative management style that is both discreet and encouraging for teamwork and cooperation.

SKILLS

Front Desk, Guest Service, Microsoft Office, Microsoft Windows, Linux, LibreOffice, Housekeeping, Microsoft, Great Customer Service, Cash Handling

WORK EXPERIENCE

Auditor II

Marriott Hotels - 2007 - Present

- Compiling all needed cashiers paperwork while ensuring the accuracy of all financial information.
- Verifying all guests are checked-out in the PMS system that should be checked-out.
- Posting the days room rate and room tax to each guest folio at the close of business.
- Ensuring the accuracy of the charges to the guest folios, ensuring that the sum of revenues due to accounts receivable from the various departments found on the department control sheets equals the sum of the charges made to the guest folios.
- Checking-in, checking-out, reservations, responding promptly to guest complaints, coordinating housekeeping requests, and handling any emergencies that may arise.
- Running and distributing the daily property management system routing package reports to the management team.
- Performing the bookkeeping activities, such as balancing accounts and conducting nightly audits.

Auditor

ABC Corp - 2001 - 2007

- Prepared summaries of cash, check, and credit card activities, and summarizes results of operations for management.
- Printed appropriate reports and distribute to management, and provide necessary daily revenues reporting to management each morning.
- Collected revenue by entering services and charges, computing bill, obtaining payment.
- Collected and analyzed information to verify the legality and propriety of the administrative operations.
- Verified the authenticity of the accounting records. Review and evaluate internal control systems.
- Prepared reports and recommendations to the secretary of the department of corrections and rehabilitation and the audited unit.
- Performed financial statement audits for major for-profit organizations.

EDUCATION

Bachelor Of Science in Entrepreneurial Studies - 2003(Norfolk State University - Norfolk, VA)