



# BENJAMIN LEE

Head Bookkeeper

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## PROFESSIONAL SUMMARY

Head bookkeeper with expertise in a myriad of functions. Responsible for all aspects of bookkeeping, human resources and customer service for 100 employees in a \$23 million a year business. Accurate and organized with strong problem-solving skills, detail-oriented, and willingness to go beyond the job description.

## WORK EXPERIENCE

**Head Bookkeeper** 📅 May / 2020-Ongoing  
**Pineapple Enterprises** 📍 Santa Monica, CA

- 1. Monitored and investigated any discrepancies preventing store losses.
- 2. Managed payroll and time and attendance systems, including Workforce, ADP, and MSS.
- 3. Recruited and interviewed applicants to fill company needs.
- 4. Conducted new employee orientation to foster a positive attitude toward organizational objectives.
- 5. Successfully interacted and assisted customers in guaranteeing positive experiences and resolving any complaints.
- 6. Utilized multitasking skills to complete all tasks efficiently and effectively.
- 7. Prevented store losses using awareness, attention to detail and integrity.

**Head Bookkeeper** 📅 May / 2018-May / 2020  
**Crescent Moon Design** 📍 Portland, OR

- 1. Responsible for processing all unposted items on customers' accounts and assisting in making payment decisions on NSF checks and then processing them accordingly.
- 2. Assisted with the processing of the bank's incoming and outgoing cash letters.
- 3. Responsible for the filing of customers' checks and at the scheduled time was in charge of packaging and mailing all customers' monthly statements.
- 4. Responsible for all adjustments required on our forward and return cash letters.
- 5. Handled all research on accounts whether requested by the customer or subpoenaed by the courts.
- 6. Responsible for reconciling all of the bank's correspondent bank accounts and resolving any outstanding items.

## EDUCATION

**Bachelor of Science in Accounting** 📅 May / 2016-May / 2018  
**University of Southern California** 📍 Santa Monica, CA

Focused on financial accounting, managerial accounting, and tax regulations.

## SKILLS

Quickbooks

Customer Service

Microsoft word

Communications

Filing

## INTERESTS

🔊

Woodworking

🖋️

Drawing

📖

Reading

🎮

E-sports

## STRENGTHS

🔄

Adaptability

👍

Confidence

👥

Leadership

☰

Detail-oriented

## LANGUAGES

English

Polish

Spanish

## ACHIEVEMENTS

- ★ Improved financial reporting accuracy by 30% through streamlined processes.
- ★ Reduced payroll processing time by 25% by integrating advanced software solutions.
- ★ Implemented a new accounting software system that improved data accuracy by 25%.