

Accounting Assistant/Office Manager

ROBERT SMITH

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Objective

7 years of experience as an Office Manager. My goal is to work for a company where I can excel with my knowledge that I have gained from my years of work.

Skills

Accounts Payable, Accounts Receivable, Payroll, Filing, Multi-Line Phones, QuickBooks, Microsoft Office, Email, Internet Usage, and Paying Taxes Online.

Work Experience

Accounting Assistant/Office Manager

ABC Corporation - December 2011 - February 2016

- Consult with managers or other personnel to resolve problems in areas such as equipment performance, output quality, or work schedules.
- Coordinate or perform activities associated with shipping, receiving, distribution, or transportation.
- Coordinate activities with other supervisory personnel or with other work units or departments.
- Design, implement or evaluate staff training and development programs, customer service initiatives, or performance measurement criteria.
- Discuss job performance problems with employees to identify causes and issues and to work on resolving problems.
- Implement corporate or departmental policies, procedures, and service standards in conjunction with management.
- Interpret and communicate work procedures and company policies to staff.

Office Manager

ABC Corporation - January 2009 - November 2011

- Train or instruct employees in job duties or company policies or arrange for training to be provided.
- Supervise the work of the office, administrative, or customer service employees to ensure adherence to quality standards, deadlines, and proper procedures, correcting errors or problems.
- Review records or reports pertaining to activities such as production, payroll, or shipping to verify details, monitor work activities or evaluate performance.
- Resolve customer complaints or answer customers questions regarding policies and procedures.
- Research, compile and prepare reports, manuals, correspondence, or other information required by management or governmental agencies.
- Provide employees with guidance in handling difficult or complex problems or in resolving escalated complaints or disputes.
- Prepare and issue work schedules, deadlines, and duty assignments for office or administrative staff.

Education

A.A. - 1988(Herkimer County Community College - Herkimer, NY)Education - 1992(University Louisiana Monroe - Monroe, LA)Associates - (RICHLAND COMMUNITY COLLEGE - Dallas, TX)