

ROBERT SMITH

Accountant/Office Manager

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7 years of experience as an Office Manager. Talented administrative professional with a background in accounting and finance. Extensive knowledge of AR/AP, Microsoft Excel, and QuickBooks software. Outgoing, Motivated team player who is eager to contribute to customer service, team building, and organizational skills.

EXPERIENCE

Accountant/Office Manager

ABC Corporation - OCTOBER 2014 - JUNE 2016

- Matched purchase orders with invoices and recorded the necessary information.
- Reviewed files, records and other documents to obtain information and respond to requests.
- Created companys first employee manual including training and development.
- Ordered and distributed office supplies while adhering to a fixed office budget.
- Answered and managed incoming and outgoing calls while recording accurate messages.
- Monitored payments due from clients and promptly contacted clients with past due payments.
- Reconciled discrepancies between accounts receivable general ledger account and accounts receivable trial balance account.

Receptionist

ABC Corporation - AUGUST 2009 - SEPTEMBER 2014

- Determined customer needs by asking relevant questions and listening actively to the responses.
- Answered customer telephone calls promptly and in an appropriate manner.
- Resolved customer complaints in a professional manner while prioritizing customer satisfaction.
- Developed monthly, quarterly and annual profit and loss statements and balance sheets.
- Handled the daily heavy flow of paperwork and cooperated with the accounting departments on invoicing and shipping problems.
- Led "cleanup" of company database and files. Restored organization to personnel, financial and operational records and accelerated data input, processing and retrieval times.
- Consistently praised by management for the quality and timeliness of reports, attention to detail, exemplary customer service delivery and team-player attitude.



EDUCATION

- High School Diploma in General Studies - (Minot State University - Minot, ND) Associates in Hospital Administration - (University Of Phoenix - Phoenix, AZ)



SKILLS

Microsoft Office, Account Management, Accurate, and Detailed OSHA Compliance, Payroll, Attention To Detail, Invoice Processing, Critical Thinking, Types 50+ WPM, Multi-line Phone Talent, Professional Phone Etiquette, Quick Learner, and Excellent Communication.