

Querida M. Martinez

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510-617-7327

SUMMARY OF QUALIFICATIONS

- Professional experience working in Student Services programs in the community college setting. Effective working with people from diverse backgrounds: socioeconomic, disability, and cultural.
- Strong technical skills and professional experience using computer applications, including Microsoft Office, Quickbooks, FileMaker, MailMerge, Peoplesoft, & Learning Management Systems (Canvas).
- Ability to establish and maintain positive working relationships with students, co-workers, faculty, and administrators. Dependable, professional, and personable. Excellent customer service skills.

TECHNICAL SKILLS

- MS Office and Teams, G Suite and Workplace, Scheduling, Bookkeeping, Customer Service, Data Entry, 10-key
- Working knowledge of EEOC, ADA, HIPAA, and FERPA laws.
- Microsoft Excel (Pivot Tables, VLOOKUP, INDEX/MATCH, IF, Data Analysis, Macros)
- Microsoft Word (Creating templates, Developer, Mail Merge, incorporate graphics, Macros)
- Microsoft Powerpoint (Custom slides and templates, Animation, Design, Graphs/Charts)
- Google Suite (Sheets, Docs, Drive, Meet, etc.)
- Quickbooks and other accounting software (Intuit, Freshbooks, etc.)
- Intelevent and other event planning software
- Homebase and other scheduling software

PROFESSIONAL EXPERIENCE:

Administrative Assistant/Bookkeeper, LFPV Security Services, Oakland, CA, May 2013 - present:

- Responsible for providing remote administrative support and bookkeeping for a private security firm.
- Use accounting software to review, verify, and process accounts payable and accounts receivable transactions.
- Generate invoices and secure payments; reconcile monthly billing statements. Create, revise, and approve budgets
- Investigate and resolve account discrepancies by auditing financial documents.
- Assist the owner with payroll and process timecards; verify schedules and employee rosters. Maintain records on data entry software.
- Create schedules and dispatch guards to specific locations.
- Create and maintain employee handbooks, forms, and other hiring documents. Develop HR systems and procedures. Communicate and implement policies and procedures.
- Create contracts, correspondence, and other essential documents for clientele. Schedule meetings.
- Collect and maintain confidential employee information.
- Use legal document software to make contracts for new employees and clients. Obtain licenses needed for the company

Bookkeeper, Atchison Village Mutual Homes Corporation, Richmond, CA, July 2018 - June 2019:

- Use accounting software (Quickbooks) to review, verify, and process accounts payable and accounts receivable transactions. Prepare end of the month accounting reports.
- Generate invoices and verify billing input. Secure payments, verifying and adjusting billing as needed.
- Investigate and resolve account discrepancies by auditing budgets and other documentation..

- Assist with payroll, maintain employee schedules and rosters; verify and process timecards, vacation, and sick leave accrual.
- Correspond with homeowners; resolve billing issues and make adjustments when necessary.
- Develop accounting systems and procedures; communicate updated policies and procedures.

Administrative/Instructional Assistant, Disabled Students Services / Counseling Department, Peralta Colleges (Laney College & Berkeley City College), June 2014 - July 2018:

- Responsible for providing clerical support to a program for college students with disabilities.
- Train new clerical staff on customer service, office procedures, and other administrative processes.
- Welcome and orient students to the program. Assist students with paperwork as needed (verbal or physical). Refer students to the appropriate departments or resources. Assist academic counselors with appointments, copying, filing, and other clerical duties.
- Use computer programs, including Microsoft Word, Excel, and PowerPoint to create and organize documents. Maintain and organize confidential documents for students.
- Review timesheets from staff for accuracy and submission to the Dean of Student Services.
- Review all student files for yearly audits. Confirm they were in compliance with ADA, HIPAA & FERPA.
- Use software such as PeopleSoft, and Oracle software to help students confirm schedules, holds, fees, and direct them to the correct department.

Administrative Assistant/Bookkeeper, Guaranteed Auto Loan, Antioch, CA August 2010 - May 2013:

- Responsible for providing clerical support for a small business office.
- Answer telephones and schedule appointments with clients.
- Use computers to create written documents and emails.
- Assist the business owner with maintaining client files and other records on dealer management software.
- Use Frazer, dealer management software, to create invoices and secure payments.
- Use Quickbooks to review, verify, and process accounts payable and accounts receivable transactions; reconcile monthly billing statements.
- Welcome and greet clients at scheduled meetings and appointments.
- Assist the owner with other administrative support tasks as needed.

EDUCATION

Laney College, Oakland, CA:

Associate Degree (in progress): Electrical Technologies

Certificate of Achievement: Electrical Technology (completed)

Certification: CAL OSHA 30-hour General Industry (completed)

REFERENCES

- **Wesley Franklin, Co-Owner (LFPV Security Services), (510) 827-9210**
- **Maricela Becerra, Program Coordinator/Faculty (Berkeley City College, (619-929-7282)**
- **Robert Simpson, Owner (Guaranteed Auto Loan), (916)-236-9465)**