

MARY SMITH

SUMMARY OF QUALIFICATIONS

- *Proven Leadership and Management Skills:* More than 10 years experience as Office Manager, with 3 years specific experience as Controller.
- *Fiscal Expertise:* Extensive experience with financial statements, audits, tax returns, budget analysis, cost controls, payroll and employee benefits.
- *Personnel Management Skills:* Background includes recruiting, training and supervising staff. A team builder.
- *Strong Interpersonal Communication Skills:* Proven success in establishing a rapport with a diverse public.
- *Committed to Quality Performance:* Demonstrated ability to exercise initiative, resourcefulness, critical thinking skills and sound judgment. Loyal and dedicated.
- *Problem-Solving Skills:* Effective in receiving, interpreting, processing and tracking detailed information with accuracy. A quick learner.
- *Organizational Skills:* Highly organized and detail-oriented, with outstanding time-management skills. Adept at coordinating and managing multiple projects simultaneously.
- *Strong Work Ethic:* Successful in setting and achieving organizational goals. Strive to exceed expectations.
- *Computer Proficient:* Experienced in utilizing MS Word and Excel, as well as specialized applications.

PROFESSIONAL EXPERIENCE

ABC Motors

Anytown, WA

2006

Assistant Service Manager

Assisted customers with vehicle repair, from initial diagnosis and scheduling to upselling dealer services and delivery.

- Managed service technicians.
- Administered vehicle warranties, contacting insurance companies for repair/service approval.
- Resolved customer complaints, substantially increasing customer loyalty and overall satisfaction.

ABC Motors

Anytown, WA

1990–2004

Controller/Office Manager

Directed and managed day-to-day fiscal and business operations of an automobile dealership.

- Prepared monthly financial statements, excise tax returns and quarterly payroll returns.
- Handled procedures and controls for payroll, deductions, withholding, insurance and employee benefits, including 401K and medical plans.
- Ensured compliance with state and local tax laws.
- Managed all human resource functions (i.e., hiring, training, performance evaluations and compensation/benefits administration).
- Handled depreciation of company assets and balanced asset accounts on a monthly basis.
- Performed monthly audits of all schedules, including general ledger; controlled all past-due accounts.
- Worked with department managers to increase company profits and reduce department expenses.
- Set-up and integrated entirely new accounting system for dealership expansion project.

Body Shop Manager

Managed employees and project scheduling.

- Transformed division from \$50,000 in losses to \$100,000 in profits within first year.
- Provided repair estimates to customers; ordered parts/materials and ensured customer follow-up.
- Resolved discrepancies with insurance companies.

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ABC Motors

Anytown, WA

1987–1990

Office Manager

Performed and supervised accounting functions (i.e., accounts payable, accounts receivable, deposits and bank statement reconciliation).

- Maintained general ledger and journals; reconciled asset accounts on a monthly basis.
- Oversaw monthly control analysis, excise tax reports and payroll tax reports.
- Dealt with vehicle titles, sales contracts, credit life insurance policies and financial statements.

EDUCATION & PROFESSIONAL DEVELOPMENT

Leadership, Accounting and Current Regulations – ABC Training

Accounting Management – ABC Training

Tax Codes and Current Regulations – Washington State Depart of Revenue

Specialized Computer Applications – ABC Training

Computer Accounting Specialist – ABC Business College