

Dublin Toyota (Hamcor, Inc.) – Dublin, CA

04/2007 - Present

Automobile dealership offering new/used inventory, servicing and repairs / www.dublintoysota.com

Accounts Payable/Receivable Clerk

09/2012 - Present

- Responsible for receiving and processing daily A/R averaging 10 down payments daily/50-100 at peak/averaging up to \$15K daily/\$20K at peak including verifying 10-20 checks daily; A/P averaging 10 daily/50-70 10th of the month/general overhead, parts vendors, sublet services; net 30 disbursements averaging 20-100 invoices daily and up to 200 at peak/70-90 vendors for parts inventory, bulk oil purchases, sublet services; internal service to sales reconciliation for customer service, company vehicles, rental fleet, utilizing Reynolds and Reynolds (car dealership accounting software) and Excel spreadsheet – repeatedly promoted within to utilize recognized strengths and abilities to exceed company goals
- Reconcile payments and process monthly parts/services A/R statements; flag and follow up with outstanding accounts, reducing accounts receivable delinquency; resolve customer billing issues – demonstrating speed with accuracy and recognized ability to quickly establish customer rapport and facilitate timely resolutions
- Provide executive (President, CFO, General Manager, and Controller) level administrative assistance including but not limited to: returning messages, typing/delivering correspondence, setting meetings/appointments, etc. – repeatedly demonstrating proven skill to manage small to large scale/complex assignments
- Report end of month (EOM) expense forecast (advertising, building, maintenance) to management; report EOM (gas and oil) expenses/on hand inventory to Controller – proficient in using technology and information management utilizing accounting software and Excel spreadsheets
- Post fixed asset/construction project depreciations averaging 10 per month; process year end 1099s averaging 200 annually; pay property taxes for 10 lots/4 entities
- Reconcile/pay expense reports for 2 company credit cards (averaging 100 transactions monthly)
- Trained, mentored, and supervised (former) sister-stores (Dublin Hyundai, VW and Nissan) accounting staff; cover receptionist duties during daily lunch hour - repeatedly exhibit the ability to work well with team members while working toward a common objective

Inventory Clerk

04/2008 - 09/2012

- Responsible for processing and tracking incoming and outgoing sold new (averaging 20 daily) and used vehicles (averaging 5-20 daily), including entering in system (Reynolds and Reynolds), assigning/tagging units with date/stock numbering; reviewed inventory schedules and created journal entries as needed – demonstrating excellent grasp of tracking/managing inventory systems
- Maintained weekly new/used vehicle inventory (averaging 400 new/200 used vehicles) reconciliation, removed inventory sold from assets account; processed FasTrak and parking violations (averaged 10 per month) including providing transfer of ownership or rental agreement – with recognized ability to complete tasks in a time efficient manner
- Reporting to Service Director, maintained daily Excel spreadsheet tracking rental fleet locations (rented, in service or detail department) - demonstrating an excellent grasp of tracking/managing fleet
- Provide executive (President, CFO, General Manager, and Controller) level administrative assistance including but not limited to: returning messages, typing/delivering correspondence, setting meetings/appointments, etc. - demonstrated aptitude for processing requests with accuracy and efficiency
- Responsible for monitoring, re-ordering, and maintaining organized office supplies
- Covered receptionist duties during daily lunch hour

Service/Parts Cashier

04/2007 - 04/2008

- Responsible for assisting service and parts customers (averaging 50-100 daily) with payments and with Service Manager authorized refunds; scheduling service appointments (averaging 20 daily) - preserved quality service following company protocol and procedures, providing excellent customer service with recognized ability to address/escalate/resolve customer issues/concerns
- Answered incoming calls (averaging 50 per day) for multi-line system, referred customers to service advisor or other appropriate department
- Trained new cashiers on customer service/company protocols and procedures; covered receptionist duties during daily lunch hour – in turn improved quality of service and creating a comprehensive team
- Provided executive (President, CFO, General Manager, and Controller) level administrative assistance including but not limited to: returning messages, typing/delivering correspondence, setting meetings/appointments, etc.

Service/Parts Cashier

- Responsible for assisting service and parts customers (averaging 50 daily) with payments and with Service Manager authorized refunds; scheduling service appointments (averaging 20 daily) - preserving quality service following company protocol and procedures, providing excellent customer service with developed ability to address/escalate/resolve customer issues/concerns
- Answered incoming calls (averaging 30 per day) for multi-line system, referred customers to service advisor or other appropriate department
- Provided Service Manager with administrative assistance including but not limited to: writing 'thank you' cards; scheduling weekly meetings/ ordering lunches, typing meeting outlines
- Trained new cashiers (2) on customer service/company protocols and procedures

Education

- Associate of Arts (AA) - Business Administration/Real Estate / GPA 3.80 / 2014 - Present (10 units completed)
Diablo Valley College - Pleasant Hill, CA
- Bachelor of Science (BS) - Political Science / GPA 3.80 / 2004 - 2006 (completed 50 units)
California State University, East Bay - Hayward, CA

Certifications

- Notary Public, National Notary Association - Expires 03/12/23

Languages

- Native - English
- Second - Spanish (fluent / reading and writing)

Community Volunteering

- East of Eden Canine Rescue – provide in-home foster care; assist at outreach adoption events

Competencies/Transferable Skills

- A highly organized and detail-oriented Administrative Specialist with 16 years' experience showcasing a range of tasks; AP/AR management, practices, and procedures
- Strong analytical skills with excellent understanding of generally accepted accounting principles
- Highly organized/detail-oriented; demonstrated ability to correctly prioritize responsibilities and successfully multi-task, meeting deadlines with urgency, efficiency, and accuracy
- Industrious, consistent, and thorough; quick and pro-active learner, seeking skills and tools to support doing the job well; ability to quickly adapt to new routines and requirements
- Positive, approachable, clear, and consistent communication style; ability to work independently and as an valued member of a team offering contributions supportive of a cohesive team environment, building positive working relationships and rapport
- Industrious, consistent, and thorough; actively seeking and identifying opportunities for improvement, developing relevant, long-term solutions with an ability to assimilate new skills and information quickly, welcome and value professional development opportunities
- PC proficiency including, but not limited to: Microsoft Word, Excel, and PowerPoint; Adobe Illustrator; Reynolds and Reynolds; aptitude for learning new programs quickly