

Christina Williams

600 Embarcadero

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SKILLS SUMMARY

Account Payable/Receivable Clerk

- Operated computers programmed with accounting software to record, store, and analyze information
- Debited, credited, and totaled accounts on computer spreadsheets and databases, using specialized Quickbooks
- Compiled statistical, financial, accounting, or auditing reports and tables pertaining to such matters as cash receipts, expenditures, accounts payable and receivable, and profits and losses
- Reconciled or noted and reported discrepancies found in records
- Received, recorded, and banked cash, checks, and vouchers
- Performed personal bookkeeping services
- Performed general office duties, such as filing, answering telephones, and handling routine correspondence
- Prepared bank deposits by compiling data from cashiers, verifying and balancing receipts, and sending cash, checks, or other forms of payment to banks

Waitress - *Delancey St*

- Checked with customers to ensure that they are enjoying their meals and take action to correct any problems
- Took orders from patrons for food or beverages
- Presented menus to patrons and answer questions about menu items, making recommendations upon request
- Explained how various menu items are prepared, describing ingredients and cooking methods
- Rolled silverware, set up food stations or set up dining areas to prepare for the next shift or for large parties
- Served food or beverages to patrons, and prepare or serve specialty dishes at tables as required
- Described and recommended wines to customers

Customer Care

- Conferred with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints
- Resolved customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills
- Determined charges for services requested, collect deposits or payments, or arrange for billing
- Kept records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken
- Obtained and examined all relevant information to assess validity of complaints and to determine possible causes, such as extreme weather conditions that could increase utility bills

WORK HISTORY

Account Payable/Receivable Clerk

2 years

- Delancey Street Foundation, San Francisco, CA

Waitress

2 years

- Delancey Street Foundation, San Francisco, CA
- T.G.I.F., Fresno, CA