

Tom Henderson  
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## Education

**Master of Arts, Economics** 1982  
*San Francisco State University*

**Bachelor of Arts, Economics** 1978  
*California State University, Sacramento*  
*University of California, Berkeley*

**Computer Certification, Microsoft Applications** 2001  
*SFVS, San Francisco, CA*

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## Skills

- Knowledge of Quickbooks and Quicken, IBM Lotus Notes, Symantec Backup Exec System
- Excellent communication, telephone and customers service skills
- Strong mathematical background; detail-oriented and organized

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## Qualifications

### **Financial Analysis**

- Calculate liquidation values for appraisal reports and invoice payments
- Determined break-even points for shifts in personnel allocation, customers and per customer revenue

### **Communications/Team building**

- Recommended changes in business services resulting in a 10% increase in revenues
- Coordinated staff operations with General Manager and Maitre'd

### **Client Relations**

- Consistently promoted quality control standards, establishing the restaurant's reputation as "the best seafood restaurant in San Francisco". **Gourmet Magazine**

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## Professional Experience

**Vezeris & Ehrlich, Inc., San Francisco, CA** April 2018 to July 2018  
*Bookkeeper*

- Monthly bank statements and credit card reconciliation
- Manage accounts receivable, post customer payments and prepare bank deposits
- Processing accounts payable, inputting invoices, reconciling vendor statements and preparing payments

**Goldstein Properties, San Francisco, CA** January 2012 to April 2018  
*Billing Analyst*

- Managed commercial and residential lease agreements following SF ordinances and regulations
- Processed AIRBNB payments and expenditures
- Processed tenant's payments, billings and deposits

**Rabin Worldwide Auctioneers & Appraisers, San Francisco, CA** 2002 to July 2011  
*Manager of Appraisal Department*

- Advertising using Google Adwords/Analytics
- Maintain and updated customer database involving 60,000 customers
- Software analyst, testing and problem solving for "Rabin Live"

**Hayes Street Grill, San Francisco, CA** 1980 to Present  
*Assistant Manager/Server*

- Monitoring luncheon/dinner receipts and daily ledger
- Performed updated daily shift operations on proprietary software

