

**Tom Henderson**  
**400 Beale Street #603**  
**San Francisco, CA 94105**  
**(415) 646-6357**  
E-mail: tomhen82@gmail.com

---

**Education**

|   |      |
|---|------|
| <b>Master of Arts, Economics</b><br><i>San Francisco State University</i>   | 1982 |
| <b>Bachelor of Arts, Economics</b><br><i>California State University, Sacramento</i><br><i>University of California, Berkeley</i> | 1978 |
| <b>Computer Certification, Microsoft Applications</b><br><i>SFVS, San Francisco, CA</i>   | 2001 |

---

**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

---

**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**

---

**Professional Experience**

|   |                         |
|---|-------------------------|
| <b>Vezeris &amp; Ehrlich, Inc., San Francisco, CA</b>   | April 2018 to July 2018 |
| <i>Bookkeeper</i>   |                         |
| <ul style="list-style-type: none"><li>• Monthly bank statements and credit card reconciliation</li><li>• Manage accounts receivable, post customer payments and prepare bank deposits</li><li>• Processing accounts payable, inputting invoices, reconciling vendor statements and preparing payments</li></ul> |                         |

|   |                            |
|---|----------------------------|
| <b>Goldstein Properties, San Francisco, CA</b>  | January 2012 to April 2018 |
| <i>Billing Analyst</i>  |                            |
| <ul style="list-style-type: none"><li>• Managed commercial and residential lease agreements following SF ordinances and regulations</li><li>• Processed AIRBNB payments and expenditures</li><li>• Processed tenant's payments, billings and deposits</li></ul> |                            |

|   |                   |
|---|-------------------|
| <b>Rabin Worldwide Auctioneers &amp; Appraisers, San Francisco, CA</b>  | 2002 to July 2011 |
| <i>Manager of Appraisal Department</i>  |                   |
| <ul style="list-style-type: none"><li>• Advertising using Google Adwords/Analytics</li><li>• Maintain and updated customer database involving 60,000 customers</li><li>• Software analyst, testing and problem solving for "Rabin Live"</li></ul> |                   |

|   |                 |
|---|-----------------|
| <b>Hayes Street Grill, San Francisco, CA</b>  | 1980 to Present |
| <i>Assistant Manager/Server</i>   |                 |
| <ul style="list-style-type: none"><li>• Monitoring luncheon/dinner receipts and daily ledger</li><li>• Performed updated daily shift operations on proprietary software</li></ul> |                 |

