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## HEATHER THOMAS

### **OBJECTIVE**

A position as a server where I can utilize my skills to accomplish company goals.

### **SUMMARY OF QUALIFICATIONS**

- 10 yrs. Serving, 6 yrs. Cocktail, and 4 yrs. Bartending experience
- 13 years of customer service experience; 5 years supervisory and management experience

### **WORK EXPERIENCE**

<b>Account Recovery Specialist/Accounting Clerk-BTIS, Rocklin, CA</b>	<i>08/2014 – Present</i>
<ul style="list-style-type: none"><li>• Perform day-to-day reconciliations of current receivables.</li><li>• Handle the issuance of daily commissions and various credits.</li><li>• Accountable for checking for discrepancies on aged receivables and escheating to the state when necessary.</li><li>• Monitor outstanding account balances to determine next steps in the collection process.</li><li>• Provide assistance to Senior Manager as needed.</li><li>• Create invoices for billing.</li></ul>	
<b>Accounting Assistant – First Service Insurance, Roseville, CA</b>	<i>03/2013 – 08/2014</i>
<ul style="list-style-type: none"><li>• Direct and agency billing.</li><li>• Enter commissions for carrier and broker.</li><li>• Balance aged receivables and check for discrepancies.</li><li>• Receive and process client checks using PromptCHECK.</li><li>• Invoice and finance all clients through GAAC.</li><li>• Assist with policy check-ins as needed.</li></ul>	
<b>Bartender/ Server – Bunz Pub &amp; Grub, Roseville, CA</b>	<i>10/2013 – 05/2014</i>
<ul style="list-style-type: none"><li>• Maintained a high check average by getting new customers to become repeat customers.</li><li>• Provided customer service, increased sales by up-selling customers and trained new hires</li><li>• Performed server and bar duties, inventory control, cash handling, and managed incoming calls.</li></ul>	
<b>Accounting Intern – Blue Line Art Gallery, Roseville, CA</b>	<i>01/2012 – 04/2012</i>
<ul style="list-style-type: none"><li>• A/P, Database management-using Fundraiser, QuickBooks, send out bulk mail, write procedures for incoming interns, run reports, make excel spreadsheets for artists sales and payment.</li></ul>	
<b>Bartender - Ovations, Sacramento, CA</b>	<i>08/2009 – 12/2012</i>
<ul style="list-style-type: none"><li>• Track inventory, make and served drinks, up-sell products, open and close bar, train new hires, and handle cash transactions.</li></ul>	
<b>Bartender/ Server - Hacienda, Rocklin, CA</b>	<i>05/2010 - 02/2011</i>
<ul style="list-style-type: none"><li>• Performed bar duties which included making and serving drinks, up-selling, opening and closing bar, training new hires, inventory control, side work, and cash handling.</li></ul>	
<b>Bartender/ Server - Lucille's, Rocklin, CA</b>	<i>08/2006 - 08/2008</i>
<ul style="list-style-type: none"><li>• Provided customer service, made and served drinks, up-sold products, opened and prepared bar,</li></ul>	

trained new hires, inventory control, side work, cash handling, and managed incoming calls

**Bookkeeper/ FMC - Longs Drug Store, Roseville, CA**

*09/2005 - 09/2006*

- Completed accounts receivable, cash handling, deposits. Utilized Oracle software. Consistently updated and changed store prices to save company thousand of dollars a months. Managed advertisements, phone lines, and scheduling of employees.

**Supervisor/ Server - Denny's, Roseville, CA**

*10/2004-05/2005*

- Trained and supervised employees, created scheduling, managed paper work and phones.

**EDUCATION**

Heald College - Roseville, CA

*01/2011-10/2012*

*Associate in Applied Science Degree, Business Administration with emphasis in Accounting*