

3300 PARKSIDE DR #14 • ROCKLIN, CA • 95677
916-256-8388 • THOMAS.HEATHER87@GMAIL.COM

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

Account Recovery Specialist/Accounting Clerk-BTIS, Rocklin, CA *08/2014 – Present*

- Perform day-to-day reconciliations of current receivables.
- Handle the issuance of daily commissions and various credits.
- Accountable for checking for discrepancies on aged receivables and escheating to the state when necessary.
- Monitor outstanding account balances to determine next steps in the collection process.
- Provide assistance to Senior Manager as needed.
- Create invoices for billing.

Accounting Assistant – First Service Insurance, Roseville, CA *03/2013 – 08/2014*

- Direct and agency billing.
- Enter commissions for carrier and broker.
- Balance aged receivables and check for discrepancies.
- Receive and process client checks using PromptCHECK.
- Invoice and finance all clients through GAAC.
- Assist with policy check-ins as needed.

Bartender/ Server – Bunz Pub & Grub, Roseville, CA *10/2013 – 05/2014*

- Maintained a high check average by getting new customers to become repeat customers.
- Provided customer service, increased sales by up-selling customers and trained new hires
- Performed server and bar duties, inventory control, cash handling, and managed incoming calls.

Accounting Intern – Blue Line Art Gallery, Roseville, CA *01/2012 – 04/2012*

- 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.

Bartender - Ovation, Sacramento, CA *08/2009 – 12/2012*

- Track inventory, make and served drinks, up-sell products, open and close bar, train new hires, and handle cash transactions.

Bartender/ Server - Hacienda, Rocklin, CA *05/2010 - 02/2011*

- 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.

Bartender/ Server - Lucille's, Rocklin, CA *08/2006 - 08/2008*

- Provided customer service, made and served drinks, up-sold products, opened and prepared bar,

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