**Aaron** **Bunch**

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aaron.v.bunch@gmail.com | https://www.linkedin.com/in/aaronvbunch/

Financial Specialist with the heart of a teacher and a desire to succeed. Looking to utilize my financial skills to help take your business to the next level.

**EXPERIENCE**

**Financial Specialist** Aug 2018 - Present

Bunch Financial, Flint, TX

Offering Bookkeeping, Basic Accounting, tax preparation, personal budgeting, financial advice and notary public services to local businesses and individuals utilizing QuickBooks online, QuickBooks Self Employed and QuickBooks Online Accountant platforms.

**Quality Assurance Technician** May 2012 - Sep 2017

The Genesis Group, Tyler, TX

Test two-way radio software to ensure customer satisfaction and that any issues within code were identified and corrected Assist in creating new features to meet customer demand or expectation. Work closely with customer support to ensure that any issues found, or customer problems are addressed and resolved. Create and maintain virtual testing environments including Windows XP, Vista, 7, 8, and 10.

**Technical Support / Dispatcher** Jul 2009 - Oct 2012

Suddenlink Communication, Tyler, TX

As a technical support agent, I assisted customers with video, internet, or phone issues. Offering outstanding customer service will informing customers of new and expanding services. Taking opportunities to upgrade and sell customers services. Informing and educating customers on computer systems and functions. Directing workflow tickets to available field technicians to ensure prompt service. Assisting field technicians with various issues pertaining to customer service or equipment. Troubleshooting via phone, and email to diagnose home network and PC connectivity issues. Monitor Cable modem termination systems for the Texas and Oklahoma Region for Cable outages. Notify field technicians and supervisors of outages and monitor ticket systems and customer impact until outages are restored. Relaying information of outages or restored outages to necessary departments in a timely manner.

**Front Office Manager** May 2006 - Oct 2007

Holiday Inn, Tyler, TX

Effectively managed, trained and scheduled a staff of 15 to 20 employees. Managed and trained staff and helped to increase customer satisfaction scores. Forecasted occupancy needs on a weekly basis and scheduled accordingly. Handled all customer inquiries and complaints in a professional and satisfactory manner. Maintained budgets for all front office supply needs and increased productivity and occupancy of the hotel. I helped raise the Overall Satisfaction (OSAT) score of this property by 10%. I worked closely with the sales department to meet the request of incoming groups and functions to ensure customer satisfaction. I was also recognized as Top Priority Club enroller worldwide twice.

**Hotel Auditor** Jul 2003 - Nov 2006

Ramada Inn, Tyler, TX

As the senior night auditor, I oversaw all F&B and Room accounts. Balanced all AP and AR accounts. Posted daily revenue logs and balanced accounting between hotel property management system and bank accounting system. Also was entrusted with depositing the daily cash transactions from the previous day. Balanced all hotel revenue accounts and prepared those accounts for the next business day. Provided customer service and met needs of guest at the 159-room property.

**EDUCATION**

**Associate of Arts (A.A.) - Business Adminstration** Jan 2020 - May 2021

*Tyler Junior College, Tyler, TX*

Earned Associates degree in Business Administration with a specialized focus in Accounting and Finance with final GPA of 3.76 for my degree plan.

**Certification - Basics of Business Accounting** Sep 2018 - Dec 2018

*Tyler Junior College, Tyler, TX*

Gained certification in basic business accounting practices as a large corporation owner. Completing general ledger entries, AR/AP adjustments, payroll, tracking and paying dividends as publicly traded stock company. Completed certification with a 4.0 GPA

**Certification - Basic Accounting** Jan 2018 - Aug 2018

*Tyler Junior College, Tyler, TX*

Gained a certification in basic accounting fundamentals in practice of creating, performing, and closing general ledger, AR and AP accounts as a small business owner. Completed program with a 4.0 GPA

**LICENSES & CERTIFICATIONS**

**Notary Public**

*State of Texas* - *131704146*

**Preparer Tax Identification Number (PTIN)**

*Registered with Internal Revenue Service*