CHIQUITA CLARK-HAND

BOOKKEEPER | QUICKBOOKS ONLINE PROADVISOR | ACCOUNTING SUPPORT SPECIALIST

(470) 728-2092 | chiquitaclarkhandllc@gmail.com | McDonough, GA 30253

PROFESSIONAL SUMMARY

Detail-oriented QuickBooks Online ProAdvisor with 10+ years of experience supporting small businesses, optimizing accounting software workflows, resolving complex financial system issues, and providing client education. Experienced in QuickBooks Online, payroll support, Intuit Enterprise Suite, software implementation, and client account management. Combines strong technical aptitude, analytical problem-solving, and exceptional attention to client needs to help businesses maintain efficient financial systems and make informed operational decisions. Seeking to apply QuickBooks expertise, financial technology knowledge, and organizational skills in a professional bookkeeping or accounting support role.

EXPERIENCE

Clark-Hand & Associates,LLC

2013- Present

Owner/CEO

- Support small and midsize businesses with accounting software adoption, financial technology workflows, and QuickBooks Online solutions.
- Guide clients through accounting software transitions, helping establish efficient workflows and improve their understanding of available financial management tools.
- Provide personalized QuickBooks and accounting systems training, translating technical concepts into practical, easy-to-follow processes.
- Evaluate client business needs and recommend appropriate Intuit products, integrations, and software features to improve operational efficiency.
- Manage ongoing client relationships, address system-related concerns, and provide responsive support to promote consistent use of accounting technology.
- Coordinate with business stakeholders to identify workflow challenges, troubleshoot technical issues, and recommend solutions tailored to business operations.
- Maintain professional client relationships while managing multiple priorities and delivering timely, service-oriented support.

Independent Contractor | Remote

2013–Present

QuickBooks Technical Support & Client Resolutions Specialist

Clients and engagements have included Intuit, Airbnb, Carnival, and Tauck.

- Provide advanced QuickBooks Online technical support as a Tier 2 (T2 Next Level Help) Resolution Specialist, resolving complex customer issues involving software navigation, account workflows, and product functionality.
- Assist QuickBooks users with payroll-related software questions and system navigation, helping clients better understand and use available tools.
- Troubleshoot accounting software issues and guide users through step-by-step solutions to improve workflow efficiency and reduce recurring technical challenges.
- Support business users in identifying the right product features and workflows for their operational needs.
- Document customer concerns, identify recurring issues, and communicate feedback to relevant teams to support product and service improvements.
- Apply analytical thinking, active listening, and structured problem-solving to resolve escalated issues professionally and accurately.
- Serve in customer resolution engagements for Airbnb and other clients, managing sensitive concerns and working toward fair, effective outcomes.

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EXPERIENCE (CONTINUED)

Sykes Enterprises | Remote July 2017–October 2017
Level 2 Technical Support Specialist

- Provided Level 2 technical support for Pearson Education's CAP department, troubleshooting software and network configuration issues.
- Guided users through technical processes using clear, organized instructions and systematic problem-solving.
- Managed support requests within established service timelines while maintaining accurate, professional communication.
- Helped users understand software functionality and resolve recurring issues through practical technical guidance.

TECHNICAL SKILLS

- QuickBooks Online
- Intuit Enterprise Suite
- QuickBooks Payroll
- Accounting Software Support
- Financial Systems Troubleshooting
- Software Implementation & User Training
- Client Account Support
- Technical Documentation & Issue Resolution
- Customer Account and Workflow Analysis

EDUCATION

DeVry University | Decatur, GA 2014–2016
Bachelor's Degree Coursework in Computer Engineering

- GPA: 4.0
- Dean's List
- Presidential Award
- National Society of Leadership and Success

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CERTIFICATIONS & PROFESSIONAL AFFILIATIONS

- QuickBooks Online ProAdvisor — Level 2
- QuickBooks Payroll Certification
- Intuit Enterprise Suite Certification
- Intuit Client Advisory Services Foundations
- Intuit Bookkeeping & Knowledge Badges
- Member, American Institute of Professional Bookkeepers (AIPB)
- Active Public Notary

CORE COMPETENCIES

- QuickBooks Online & Intuit Accounting Solutions
- Payroll Software Support
- Bookkeeping Software Navigation & Troubleshooting
- Financial Systems Support & Optimization
- Client Account Management
- Small Business Accounting Software Implementation
- Intuit Enterprise Suite
- Account Reconciliation Support*
- Client Onboarding & Training
- Financial Workflow Improvement
- Problem Resolution & Data Accuracy
- Confidential Client Information Handling

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ACCOUNTING SUPPORT SPECIALIST

October 23, 2026

Chiquita Clark-Hand
McDonough, GA 30253
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Dear Hiring Manager,

I am writing to express my interest in the Bookkeeper position with your organization. With over 10 years of experience supporting businesses, extensive QuickBooks Online knowledge, and professional credentials in QuickBooks and payroll, I offer a strong combination of technical expertise, analytical problem-solving, and client-focused service.

As President of Clark-Hand & Associates, LLC, I have worked with small and midsize businesses to improve accounting software workflows, navigate financial management systems, and identify solutions that support efficient business operations. My experience includes guiding clients through accounting software transitions, providing personalized QuickBooks training, troubleshooting complex system issues, and recommending tools that help businesses manage their financial processes more effectively.

My background as an advanced QuickBooks technical support specialist has further strengthened my ability to analyze problems, resolve account-related concerns, explain financial software functions clearly, and maintain professional client relationships. I hold QuickBooks Online ProAdvisor, payroll, and Intuit Enterprise Suite credentials, along with training in Client Advisory Services Foundations. These qualifications have prepared me to support accounting operations with a strong understanding of financial technology and a commitment to accuracy and professionalism.

In addition to my technical qualifications, I bring the initiative and accountability developed through managing my own business, working independently, and supporting clients with diverse needs. I understand the importance of confidentiality, organization, clear communication, and dependable follow-through when handling business and financial information. I am eager to contribute these strengths to a bookkeeping team while continuing to expand my hands-on accounting experience.

Thank you for considering my application. I welcome the opportunity to discuss how my QuickBooks knowledge, business support experience, and commitment to helping organizations succeed can contribute to your company's accounting operations. I look forward to the possibility of speaking with you.

Sincerely,

Chiquita Clark-Hand