

# Christine Charles

Brooklyn, NY 11208

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## Professional Summary

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A conscientious individual with nearly two decades of combined experience in the banking and accounting industry.

Experienced in team and customer engagements, bookkeeping, data processing, trade finance, and accounting skills.

Eager to learn and expand on new and existing skills for self-development and achieving client satisfaction.

- Possess 17+ years of strong work ethic, interpersonal, and communication skills in a professional environment.
- Build on acquired accounting knowledge as an independent contractor and staff accountant.
- Proactively monitored ledger accounts resulting in a 95% reduction in queries.
- Developed excellent eye/hand coordination to accurately process hundreds of check debits and payroll within service level agreements.
- Applied critical thinking and spare-headed group training on solving queries and performing tasks.
- Performed administrative banking duties such as check issuance and managing customer databases.
- Proficient in learning, applying, and sharing knowledge on new programs and applications.
- Provided dedicated and professional services to both internal and external customers.
- Computer literacy skills include typing, data entry, Microsoft Word and Excel.

Authorized to work in the US for any employer

## Work Experience

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### **Volunteer Tax Preparer - IRS VITA/TCE Program**

Grow Brooklyn

November 2024 to Present

- Received training and effectively navigated TaxSlayer Pro Online software.
- Participated in servicing over 200 clients for tax season 2025.
- Prepared returns, being attentive to details with 99% accuracy.
- Performed quality reviews on other preparers' returns before final submission for e-filing.
- Effective communication with clients to ensure compliance reporting of their tax situation to the IRS.

### **Staff Accountant**

Cardinal Advisory Services-Saint George, Grenada

March 2023 to July 2023

- Performed bookkeeping duties in QuickBooks online and desktop for goods and service clients.
- Performed bank reconciliations.
- Input financial data to generate Income statements, Balance sheets, Cash flows, and Equity statements.
- Prepared templates, statements, and tax forms for submission of business and individual filing.

- Completed business income and expense forecast.
- Organized clients' referenced files.

## **Accountant**

Portage Import, Export and Brokerage-Saint George, Grenada

July 2022 to March 2023

- Self-taught in navigating and utilizing QuickBooks online.
- Created and followed a scheduled calendar for daily, weekly, and monthly tasks.
- Created an Excel template to handle and execute payroll.
- Liaison with the National Insurance Scheme (Social Security) to reconcile payments and avoid future late fees and surcharges.
- Liaison with the financial institution to set up online banking, correct bank & QuickBooks discrepancies, facilitate deposits, order check books, and process wire payments.
- Conducted investigation and clean-up of books prior to my employment date.
- Performed manual costing for inventory received and input in QuickBooks.
- Reconciled bank statements to QuickBooks.
- Generated cash flow and other financial reports for the owner.

## **Bank Clerk**

First Caribbean International Bank-Saint George, Grenada

March 2005 to July 2021

Operations Clerk:

- Processed a daily average of 700 checks for debits and interbank settlement.
- Timely and accurately processed 98% of daily entries including wire transfers, pensions, loans, utility payments, standing orders, payrolls, general ledgers, bank's official checks, and foreign checks.
- Responsible for classifying, recording, and filing hundreds of vouchers for retention.
- Monitored and reconciled ledger accounts.
- Used Microsoft Outlook to monitor the data entry mailbox to review, execute, or respond to daily communications.
- Assisted in creating backup storage of customer data on the company server.
- Custodian of keys and management of the department's bulk check supply.
- Attained FirstCaribbean's 'Exceed Expectations' rating in Performance Management and measurement reviews.

Acting Operations Support Officer:

- Reviewed and submitted timely reports to the Treasury Department and regulatory bodies.
- Managed database and mailboxes to track and resolve loan security irregularities, wire transfers, and account queries.
- Handled security documents for customers, lending officers, insurance, lawyers, and the registrar's office.
- Facilitated transactions on behalf of the bank and its customers including bills for collections, clean collections, accounts payable, and dishonored checks.
- Prepared packages for overseas shipment.
- Established professional relationships for liaisons within the finance sector.
- Prepared entries to collect commissions, rectify account discrepancies, and liquidate suspense accounts.

## **Education**

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### **Bachelor of Science in Business Administration, Accounting**

Western Governors University - Salt Lake City, UT

March 2024 to Present

**Associate in Arts & Sciences**

T.A. Marryshow Community College - Saint George Saint George, Grenada

September 2000 to July 2002

**High school or equivalent in Arts & Sciences**

St. Joseph s Convent - Saint George, Grenada

September 1994 to July 2000

## Skills

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- team player
- organized
- Active listener
- flexible
- creative
- time management.