**Genay Alexis**

Miami, FL | (407) 715-1010 | [genaycalexis@gmail.com](mailto:genaycalexis@gmail.com)

**Certificates**

Bookkeeper Certification

National Association of Certified Bookkeepers, Feb 2024

**Education**

**Bachelor of Science- Accounting**

Achieved May 2019

Southern New Hampshire University

**Accounting Operations Certificate**

Achieved August 2018

Sheridan Technical College

**Associate of Arts- Accounting**

Achieved June 2011

University of West Florida

**Experience**

**Customer Service Representative - ProNexis**

March. 2022 thru Present

* Answer all customer inquiries pleasantly and professionally.
* Create and/or update booking appointments.
* Make inbound/outbound calls to potential customers for various industries, including lawn services, senior help, and painting companies.
* Handle and de-escalate customer disputes

**Accounting Clerk- The Salvation Army (Seasonal)**

Oct. 2021 thru Mar. 2022

* Made weekly bank deposits.
* Inputted daily receivables including online and mail-in donations, and seasonal Red Kettle Christmas donations into Great Plains Software.
* Organized and filed posted cash receipts.
* Inputted receivable contracts, apply monthly payments to contracts, and reconcile each contract invoice and payment amount schedules.

**Office Clerk- Tate Enterprise**

May. 2020 thru Apr. 2021

* Prepare and execute bi-weekly check run for vendor and bill payments.
* Prepare and execute monthly reports with excel worksheets for Cost of Goods Sold.
* Deposit incoming checks from vendors and tenants into corresponding bank accounts online.