GRETELL MARTELL

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Professional Summary

Highly motivated and detail-oriented professional with experience in QuickBooks Online bookkeeping, administrative support, customer service, and case management. Skilled in recording income and expenses, transaction categorization, bank reconciliations, financial record organization, and maintaining accurate documentation. Strong ability to manage multiple priorities, meet deadlines, and work independently with minimal supervision. Proficient in QuickBooks Online, Google Workspace, Microsoft Office Suite (Word, Excel, and Outlook), and database management systems.

Professional Certifications

- Intuit QuickBooks Online Certification – Level 1
- Intuit QuickBooks Online Certification – Level 2

Professional Experience

Freelance Bookkeeper, Miami, Florida **2024 to present**

- Provided QuickBooks Online bookkeeping support for small business clients.
- Recorded income and expenses, categorized transactions, and reconciled bank accounts.
- Assisted with bookkeeping reviews and maintained accurate financial records.
- Organized financial documentation and supported ongoing accounting tasks.
- Helped ensure client records were complete, accurate, and up to date.

Equus Works dba Arbor E& T, LLC, Miami, Florida
Career Advisor **12/3/2015 to 5/12/2026**

- Web-RS and Apricot Systems
- Oversee multiple projects within the program to ensure they are aligned and progressing towards the overall program goals.
- Processing of EFM registration
- Identify potential risks and develop mitigation strategies to minimize impact.
- Assists customers in developing goals and areas of need, and determines required level and frequency of services per stablished programs guidelines
- Assesses customers, evaluates effectiveness of Career Plan and progress made by customer and provides appropriate update to services.
- Coordinates with Job Placement Specialist and /or Employer Consultant as appropriate to ensure development of employment opportunities and placement of customers
- Conducts follow-up interviews with customers and employers and maintains case records relative to employment
  Retention.

Arbor E& T, LLC, Miami, Florida
Intake Processor/ Refugee Program **06/2014 to 12/2/2015**

- Determines Client Eligibility.

- It provides information to clients.
- Compiles and maintain record files.
- It makes copies of all customer documents updating the record of the same
- Accurately enters and maintains electronic documentation through computerized record keeping, along with manual documentation as required for operational efficiency.
- He works with employment specialists when customers are ready to work.
- Use computers for various applications, such as database management or word processing
- Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals. Create, maintain, and enter information into databases.

Adecco, Miami, Florida
Intake Processor/Refugee Program **04/2014 – 06/2014**

- Determines Client Eligibility.
- It provides information to clients.
- Compiles and maintain record files.
- Handle all documents from new client, office machines, such as photocopiers and scanners, facsimile machines, voice mail systems, and personal computers. Answer telephones, direct calls, and take messages.
- Maintain and update filing, inventory, mailing, and database systems, either manually or using a computer. Communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders, and address complaints.

Education:

Bachelor Degree of Arts in Economics. Jose Silny 2017

Technical Skills

- QuickBooks Online
- Bank Reconciliation
- Transaction Categorization
- Income & Expense Tracking
- Accounts Payable & Receivable Support
- Financial Record Organization
- Microsoft Excel, Word & Outlook
- Zoom & Microsoft Teams
- Google Workspace
- Database Management
- Data Entry & Documentation