



# HAZEL MARTINEZ

BOOKKEEPING MANAGER | TAX PREPARER | FULL-CYCLE ACCOUNTING  
EXPERT | PROCESS OPTIMIZATION & TEAM LEADERSHIP

## CONTACT

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## EDUCATION

### ORLANDO TECHNICAL COLLEGE

- Accounting Operations

### KEISER UNIVERSITY

- Business Administration

## SKILLS

- Bookkeeping
- Administrative Operations
- Project Management
- A/P & A/R Management
- Customer Account Management
- QuickBooks (Software)
- Teamwork
- Attention to detail
- Microsoft Office Suite

## LANGUAGES

- English (Fluent)
- Spanish (Fluent)

## PROFILE

Strategic bilingual accounting professional with proven expertise in financial operations, including AP/AR, payroll, reconciliations, and general ledger management. Consistently delivers accurate reporting while implementing process improvements that enhance efficiency and ensure regulatory compliance. Combines technical accounting proficiency with exceptional client relationship management through tailored financial support and clear communication. Versatile contributor with additional capabilities in HR administration and IT support. Detail-oriented problem-solver committed to strengthening organizational financial health.

## WORK EXPERIENCE

### Virtual Book Solutions, LLC

2017 - PRESENT

#### Full Manager Bookkeeper

- Manage comprehensive accounting operations for multiple clients, ensuring accuracy, compliance, and efficiency
- Overseeing daily banking activities, including cash flow monitoring, deposits, and reconciliations
- Administer accounts payable and vendor management, ensuring timely payments and accurate expense tracking.
- Manage accounts receivable, invoicing, and collections to optimize cash flow and minimize outstanding balances
- Maintain and reconcile the general ledger in compliance with accounting standards
- Process clients' payroll
- Conduct monthly, quarterly, and annual financial statement reconciliations with banks and third-party entities
- Prepare and analyze financial reports, delivering actionable insights to support strategic decision-making
- Income Tax preparation and filing
- 1099 preparation and filing
- Collaborate with clients on financial planning, budgeting, and forecasting initiatives.

### CCI Group

2018-2025

#### Director of Finance & Administration

- Oversaw end-to-end financial operations and full-cycle accounting to ensure seamless business operations and regulatory compliance
- Supervised all accounting functions, including transaction recording, client invoicing, vendor expense processing, and account reconciliations
- Processed employee time-sheets and managed payroll



## LICENSES & CERTIFICATIONS



Notary Public



Fundamentals of Business Finance



E-file provider



Microsoft Office Specialist

## WORK EXPERIENCE (CONTINUED)

- Maintained general ledger and conducted monthly, quarterly, and annual financial reconciliations
- Organized and scheduled interpreters throughout Florida, ensuring continuous language coverage for clients
- Maintained interpreter/translator database, tracking utilization and negotiated rates
- Built strong client relationships through clear, professional communication and tailored service
- Contributed to contract proposal pricing, ensuring accuracy, competitiveness, and alignment with requirements
- Developed Standard Operating Procedures manuals and training videos to enhance operational efficiency
- Established and maintained HR department records in compliance with labor laws and company policies
- Managed timely renewal of business licenses and registrations, maintaining full regulatory compliance
- Provided technical systems support, including troubleshooting and softwares implementation to improve workflow efficiency.

### **Pacesetter Personnel Services** **Office Assistant**

**2011-2012/2017-2018**

- Managed accurate data entry from diverse documents into database systems, ensuring information integrity
- Executed comprehensive office administration duties, including professional phone communication and document organization
- Converted critical hard-copy documentation into digital formats through scanning and transcription processes
- Processed time tracking and payroll data into company software, ensuring timely and accurate employee compensation

### **Radius Point** **Accounts Payable Specialist**

**2015-2016**

- Accurately processed, sorted, and entered bills and invoices for multiple clients into company software, ensuring data integrity and efficiency.
- Managed client billing and invoice processing, gathering necessary details to generate daily payment reports.
- Maintained professional and effective communication with internal teams, vendors, and clients to resolve billing inquiries and ensure smooth transactions.
- Investigated and resolved billing discrepancies through detailed research, improving accuracy in financial records.
- Trained new staff members, guiding billing procedures and office operations.
- Managed multi-line phone system, directing calls efficiently and providing excellent customer support.
- Operated and maintained office equipment, including scanners, printers, and fax machines, to support daily administrative tasks.