**Kristen Cahill**

New Britain, CT 06052  ♦ (413) 614-9011 ♦ Vakristenc@gmail.com

Professional Summary

Meticulous Full Charge Bookkeeper with advanced accounting, mathematical and QuickBooks expertise. Successful at keeping accounts current and accurate for compliant financial recordkeeping. Well-organized, diligent, and focused professional.

Skills

| * Bookkeeping * Accounts payable * Accounts receivable * Payroll and budgeting * Credit and collections * Intuit Quickbooks * Customer service * Database Administration * Account Reconciliation * GAAP | * Financial Reporting * Policies * Research * Spreadsheets * Human Resources * Organizational skills * Clear oral/written communication * Excellent multi-tasking ability * Expense Reporting and Tracking |
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Work History

**Accounting Specialist / Purchasing**, 05/2023 to Present

**Yoke Tax** - Remote

* Bookkeeping for multiple clients
* Recording and Categorizing day to day transactions
* New Client Onboarding
* Build Chart of Accounts
* Monitor daily transactions
* Reconcile Bank and Credit Cards monthly
* Multi-State Payroll
* Financial Reporting

**Accounting Specialist / Purchasing**, 09/2022 to 02/2023

**Metal** Finishing Technologies – Bristol, CT

* Research potential vendors
* Compare and Evaluate Vendor Quotes
* Prepare Purchase Orders
* Place inventory orders and ensure timely delivery
* Inventory Management
* Accounts Payable
* 3-Way Invoice matching
* Enter vendor invoices into system
* Account Reconciliation
* Accounts Receivable
* Prepare financial reports
* Receive inventory into database
* Control petty cash

**Office Manager / Bookkeeper**, 10/2016 to 9/2021

**JH Metal Finishing LLC** – New Britain, CT

* Coordinated office activities and operations to secure efficiency and compliance with company policies
* Reduced financial discrepancies by accurately managing accounting documentation in QuickBooks
* Drafted resources and manuals for employee reference
* Automated office operations for managing customer correspondence, payment scheduling, record tracking and data communications
* Managed company inventory and placed new supply orders
* Maintained impeccable office organization to support efficiency, professionalism and performance objectives
* Knowledge of Federal and State mandates to assess compliance across all areas of operation
* Solicited vendor quotes to determine optimal material purchase pricing
* Entered invoice data into QuickBooks and updated details including customer contact and billing information to keep files current
* Trained staff members in company policies, daily task execution and industry best practices
* Completed account reconciliation
* Completed month-end and year-end tasks and reporting
* Completed weekly payroll and payroll liability and deductions
* Produced high-quality documents, spreadsheets and presentations for internal and customer-facing needs using Microsoft Word, Excel and Google Docs
* Created and finalized government contracts.
* Tracked and recorded expenses and reconciled accounts to maintain accurate, current and compliant financial records.
* Prepared vendor invoices and processed incoming payments.
* Developed internal requirements which complied with NADCAP and ISO standards.

**Call Center Agent**, 01/2016 to 01/2017

**Working Solutions**

* Documented customer inquiries and feedback in the company database
* Delivered fast, friendly and knowledgeable service for routine questions and service complaints
* Addressed customer problems by researching and resolving concerns through effective listening skills
* Pursued opportunities to advance customer relation skills and further enhance customer satisfaction in every interaction
* Accurately documented calls and caller information and made updates to data if needed
* Assessed customer account information to determine current issues and potential solutions
* Handled escalated customer service concerns to preserve revenue streams
* Maintained strong call control and quickly worked through scripts to address problems
* Met and exceeded call speed, accuracy, and volume benchmarks on a consistent basis
* Used electronic documentation, reference tools, and automated training to drive customer service ratings
* Corresponded with customers via phone, email, and chat feature

**Office Manager**, 01/2005 to 04/2011

**RP3 Canvas** – New Britain, CT

* Oversaw day-to-day office operations including receiving and organizing correspondences, answering incoming calls, and creating business letters and records
* Reduced financial discrepancies by accurately managing accounting documentation in QuickBooks while maintaining case costs and billing processes
* Automated office operations for managing customer correspondences, payment scheduling, record tracking, and data communications
* Managed company inventory and placed new supply orders
* Entered invoice data into QuickBooks and updated details including customer contact and billing information to keep files current
* Maintained impeccable office organization to support efficiency, professionalism, and performance objectives
* Wrote professional business correspondences to maintain strong lines of communication
* Knowledge of Federal and State mandates to assess compliance across all areas of operation
* Managed company budget to handle all needs including inventory, vendor services, and operational costs
* Drafted resources and manuals for employee reference
* Solicited vendor quotes to determine optimal material purchase pricing
* Developed long-term budgets covering inventory, new equipment, maintenance, and operational costs
* Completed account reconciliation
* Completed month-end and year-end tasks and reporting
* Completed weekly payroll and payroll liability and deductions
* Handled all incoming business and client requests for information.
* Produced high-quality documents, spreadsheets, and presentations for internal and customer-facing needs using Microsoft Word and Excel.
* Tracked and recorded expenses and reconciled accounts to maintain accurate, current, and compliant financial records.
* Prepared vendor invoices and processed incoming payments.

Certifications

* QuickBooks ProAdvisor
* Bill.com