

Lisa Chen

QuickBooks Live Bookkeeper

Ontario, CA 91761

lisachenlsa@gmail.com

+1 323 686 1668

Authorized to work in the US for any employer

Work Experience

Accounting Assistant | Property Management Company

H Y W Limited Partnership-Remote

November 2017 to Present

- Recorded monthly property-related expenses and financial entries to support timely, accurate financial reporting aligned with budgets
- Utilized Excel and QuickBooks to track receipts, monitor budgets, and reconcile transactions with a focus on accuracy and efficiency
- Prepared monthly and ad hoc financial statements, offering actionable insights to support operational and fiscal decisions
- Conducted monthly bank reconciliations and resolved discrepancies through meticulous documentation and process review
- Supported high-volume accounting operations and administrative workflows to maintain consistent team productivity

QuickBooks Live Bookkeeping Expert - Remote

Intuit-Remote

December 2024 to May 2025

- Performed complex bank reconciliations and transaction categorizations in QuickBooks Online (QBO) for diverse client accounts
- Streamlined accounting workflows by advising clients on QBO tools and implementing automation for time and error reduction
- Resolved bank feed issues and restored sync accuracy, contributing to seamless monthly close
- Advised clients on optimizing the Chart of Accounts and reporting structure to improve clarity and GAAP alignment
- Led 1:1 video consultations to deliver personalized QBO training and strategic bookkeeping guidance
- Maintained a 90%+ customer satisfaction rate, with frequent 10/10 service ratings

Operations Manager

Soldcrazy USA LLC-Ontario, CA

August 2014 to October 2017

- Directed daily business operations, marketing campaigns, and global logistics, increasing brand exposure and customer engagement
- Oversaw international shipping compliance, facilitating efficient fulfillment and timely delivery
- Supervised and trained a team of 5, enhancing productivity through process improvements and cross-training
- Monitored financial activity, reconciled company bank accounts, and supported budgetary oversight
- Developed integrated inventory, sales, and marketing systems to improve customer satisfaction and operational agility

Career Break (October 2004 - June 2014)

Personal Development and Family Focus-Taiwan

October 2004 to June 2014

- Focused on family responsibilities and personal growth
- Completed professional development in accounting and finance to maintain industry knowledge
- Traveled internationally, gaining cross-cultural perspectives and soft skills relevant to client service and adaptability

Sales and Customer Support Specialist

Frontier International Co Ltd-Taipei, TW

November 2001 to October 2004

- Negotiated and closed sales deals while delivering exceptional customer support across diverse client accounts
- Translated technical and business communication between Mandarin and English to streamline international sales operations
- Represented the company at trade shows, enhancing product visibility and building strong vendor relationships
- Resolved escalated customer concerns, improving client retention and satisfaction

Education

Associate in Humanities, Social and Behavioral Science, Communications

Pasadena City College-Pasadena, CA

Skills

- Communication skills
- microsoft office (10+ years)
- Accounts Payable
- Assistant Manager Experience
- Microsoft Excel
- General Ledger Accounting
- Customer Service (8 years)
- Retail Management (3 years)
- Quickbooks (4 years)
- Accounting software
- ERP (1 year)
- Bookkeeping
- Analysis skills
- Warehouse Management
- Computer skills
- QuickBooks
- Microsoft Outlook
- Account Reconciliation

- Translation
- Customer service
- Negotiation

Languages

- Mandarin - Fluent
- English - Fluent

Awards

Robert and Adrienne Westerbeck Scholarship Award

December 2024

Certifications and Licenses

Gusto Payroll Certification

May 2025 to Present

Intuit Bookkeeper Certification

April 2025 to Present

Vita Advanced Certificate

February 2025 to Present

- Vita Advanced Certificate
- Intake Interview Certificate
- VSOC Certificate

Xero Certified Advisor

February 2025 to Present

Accounting

August 2020 to Present

I received the Professional Certification in Accounting from University of California, Riverside University Extension with 4.0 GPA.

FreshBooks Collaborative Accounting™ Certification

February 2025 to February 2027

QuickBooks Certified Pro Advisor

August 2019 to June 2026

Additional Information

ACCREDITATIONS

Certified QuickBooks ProAdvisor since 2019

Professional Certificate in Accounting from UCR Extension

Certificate of Completion- Mastering Adjusting Entries from AIPB

Certificate of Completion- Mastering Correction of Accounting Errors from AIPB

Certificate of Completion -Mastering Inventory from AIPB

Certificate of Completion - Mastering Payroll I from AIPB

Certificate of Completion - Mastering Payroll II from AIPB

Certificate of Completion - Mastering Depreciation from AIPB

Active Member of AIPB