

OLIVIA BALZER, CB, PHR, SHRM-CP

Gaithersburg, MD | olindabella@gmail.com | LinkedIn: linkedin.com/in/olivia-balzer

SUMMARY

HR and Accounting professional with hands-on experience managing day-to-day operations in collaboration with executive leadership in small business environments. Strong background in **bookkeeping, financial processes, and full-cycle HR support**, with a focus on accuracy and efficiency.

Known as a **fast learner and adaptable professional**, comfortable taking ownership of responsibilities while continuing to grow and expand skills. Recognized for a collaborative approach and ability to support both HR and financial functions effectively.

CORE SKILLS

- HR Administration & Employee Lifecycle Support
 - Bookkeeping & Financial Transactions
 - Accounts Payable / Accounts Receivable
 - Bank Reconciliations & Financial Support
 - Payroll & Benefits Coordination
 - Compliance & Audit Support
 - Vendor & Office Operations Coordination
 - QuickBooks, Microsoft Office
 - Bilingual: English / Spanish
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PROFESSIONAL EXPERIENCE

HR, Accounting & Office Manager

OLBN, Inc. | Rockville, MD | 2008 – Present

Support daily business operations across **accounting, HR, and office management functions** for a small organization of 15+ employees, working closely with leadership.

Accounting & Financial Operations

- Manage day-to-day **bookkeeping activities**, including recording bank transactions, maintaining general ledger entries, and tracking expenses.
- Process **accounts payable and accounts receivable**, including invoicing clients, following up on payments, and managing vendor invoices.
- Perform **monthly bank and credit card reconciliations**, identifying and resolving discrepancies.
- Maintain organized financial records and supporting documentation for internal use and audits.
- Assist with preparation of **financial statements and reports** for management review.
- Support **cash flow tracking and expense monitoring** to help maintain financial stability.
- Prepare and process **1099 forms** and assist with year-end financial documentation.
- Work with external accountants and auditors by providing required financial data and reports.

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HR Operations & Employee Support

- Manage **full-cycle employee processes**, including onboarding, orientation, and termination documentation.
 - Prepare and maintain **employee personnel files**, ensuring compliance with company policies and labor regulations.
 - Coordinate **payroll processing**, including reviewing timesheets, tracking PTO, and ensuring accurate data entry.
 - Administer **employee benefits**, including enrollments, updates, and communication with insurance providers.
 - Assist employees with HR-related questions regarding benefits, policies, and procedures.
 - Support **recruitment activities**, including job postings, scheduling interviews, and candidate communication.
 - Assist with updates to **employee handbook and internal policies**.
 - Help monitor compliance with employment laws and internal policies.
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Compliance, Audits & Administrative Operations

- Assist with **insurance audits**, workers' compensation reporting, and other compliance-related requirements.
 - Support company **certifications and renewals**, ensuring required documentation is submitted on time.
 - Maintain organized records to ensure **audit readiness**.
 - Coordinate with vendors and service providers, including managing contracts and tracking services.
 - Identify opportunities to improve administrative and operational processes.
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Administrative / Accounting Assistant

HLTB Consulting Engineers | Fairfax, VA | 2007 – 2008

- Supported HR, administrative, and accounting tasks for a professional office environment.
 - Assisted with **payroll processing and tax-related documentation**, ensuring timely and accurate submissions.
 - Performed bookkeeping tasks using **QuickBooks**, improving organization and visibility of financial data.
 - Maintained accurate employee and financial records, supporting compliance and reporting needs.
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EDUCATION & CERTIFICATIONS

Bachelor's Degree in Business Management – Strayer University (Summa Cum Laude)

- Certified Bookkeeper (CB)
- Professional in Human Resources (PHR)
- SHRM Certified Professional (SHRM-CP)
- TPSU Certified 401(k) Fiduciary
- Additional training: Payroll, HR Ethics, Financial Essentials, Fraud Prevention, Employment Law

ADDITIONAL STRENGTHS

- Strong attention to detail and accuracy
- Fast learner with ability to adapt to new systems and processes
- Collaborative, team-oriented approach to problem-solving
- Organized and effective in dynamic, multi-task environments