

Rafaelina Feliz Sanchez

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Dynamic and highly motivated Bookkeeper and Tax Preparer with a broad understanding of accounting principles and experience providing outstanding customer service in a fast-paced work setting. Successful in solving customer grievances with solid communication and interpersonal skills. I am focused on achieving top results for businesses and clients.

Bilingual. I am authorized to work in the US for any employer.

Work Experience

President

Blue Business Solution LLC

June 2021 to Present

- Certified Public Bookkeeper (CPB) License
- Certified Tax Preparer
 - (Personal & Business)
- Interpreter and Translator
- Notary Public (state of CT only)
- Paralegal/ Legal Assistant

Office Manager/Account Receivable

Reliable Refrigeration Plus

July 2021 to Present

- Answer incoming calls and service requests
- Managing customer credit, invoice, and proposals
- Schedule appointments and maintain the calendar
- Business correspondence
- Spanish Speaking -Customer Service
- Human Resource
- Accounts receivable and payable

Administrative Assistant

HG Painting LLC

July 2018 to Pe Diem

- Invoice/ Estimate
- Quartley tax report
- Performed all assigned functions involving bookkeeping
- Human resources and administrative duties as assigned.
- Handled accounting transactions, including invoicing
- Accounts Receivable/ Accounts Payable and purchasing functions.
- Prepare documents for filing of business taxes.
- Clerical duties: Maintaining all records, information, and documentation current to ensure the timely availability of answers to concerned parties.
- Participate in meetings with the customer and work as a translator
- Employee timesheet; input hours.

Area Supervisor

Charter Oak maintenance

September 2018 to August 2021

- Report poor performance issues to the manager
- Ensure that cleaning operatives are working the correct hours
- Assign personnel to established work areas or project duties
- Complete weekly/monthly inventory and submit to the manager

Customer Service Representative 1

Epos Audio/Demant Sound

August 2019 to July 2021

- Customer center representative bilingual (English-Spanish)
- Managed customer service calls from distributors on product specification, inventory, and estimated ship date
- Order Processing, data entries
- Resolve shipping problems, including collaborating with UPS or FedEx
- Collaborated with the manager to elevate and resolve issues
- Performs other duties as assigned

Bookkeeper/Paralegal

Universal Admedia

April 2021 to per diem

- Freelance Bookkeeper
- Payroll
- Human Resource
- Assist with the preparation of monthly personal financial statements.
- Record Standard journal entries, accruals, and adjustments
- Handle monthly and quarterly reports as well as client contact information
- Perform administrative support functions and tax support functions
- Process income and expense statements

Tax Preparer

Gateway Insurance & Tax Service

February 2019 to April 2019

- Tax Preparation/ Tax Season Only
- Assisted businesses and individual clients in preparing tax returns
- Experience with Pro series, TurboTax, and Free US Tax
- Take payments, customer service

Front Desk Supervisor

Best Western Plus - North Haven, CT

April 2016 to September 2018

- Lead and direct the team to ensure the smooth operation of Front Desk Agent Duties.
- Meet guest requests per the arrivals list; Check guests in and out of the hotel.
- Performs daily Front Desk Agent duties like guest Reservation, Cancellation
- Process all payment types, such as room charges, cash, debit, or credit.

Interpreter

Interpreters and Translators, inc

March 2018 to Per Diem

- Provides interpretation for the Dept. of Children and Family, Department of Mental Health and Addiction Services
- Spanish – English

Receptionist

H&R Block

December 2015 to April 2017

- Appointment Calendars
- Answering and forwarding phone calls
- Meeting and greeting clients

Paralegal-internship

Red Law Firm & Conway Law Firm

November 2016 to March 2017

- Interpreter: Translate videos and recordings,
- Interviewed clients and maintained contact with them under the attorney's supervision.
- Prepare legal documents, pleading, and organizing and tracking case files and appointment calendars.
- Perform clerical receptionist duties such as filing, photocopying, collating, and faxing.
- I communicated with clients, medical providers, and opposing counsel to obtain documentation.

Associate Manager

T-mobile Dealer Store

May 2014 to August 2016

- Oversee and coordinate administrative programs and store activities
- Perform several job duties during a typical shift
- Monitor store supplies and place orders for new product
- Training employees
- Ability to multitask and prioritize daily workload. Activation; Closing Sales

Cashier

La Nacional Corp.

May 2012 to August 2014

- Money management and cash register
- International shipment and ticket travel

Education

Alliance Real Estate School

- Real Estate Course

2023 to 2023

National Association of Certified Public Bookkeepers (NACPB) Certified Public Bookkeeper (CPB)

2023 to 2023

- Bookkeeping Certification, National Association of Certified Public Bookkeepers

Tax Preparer Certificate

Ashworth College

2022 to 2022

- We have certified tax preparers with extensive knowledge of federal and state tax regulations.
- Prepared monthly and annual tax reports for small businesses and individual clients.
- They analyzed tax law regulations to find potential deductions and recognize any deficiencies.
- Reviewed the company tax returns regularly and prepared them for audits QuickBooks, Turbo Tax, HRBlock, FreeTaxUSA

Accounting Associate Degree

Ashworth College

2020 to 2024

Bookkeeper Diploma

Stratford Institute

2018 to 2020

- Balance Sheet
- Income Statement
- Analyzing Transactions
- The Journal and the Ledger
- Preparation of Financial Statements
- Adjusting Entries
- Preparation of Closing Entries
- Revisiting the Accounting Cycle
- Post-Closing Entries and Trial Balance
- Practicing the Steps in the Accounting Cycle
- Buying Merchandise Inventory/ Selling Merchandise Inventory
- Payroll and Taxes
- Closing the Books

Paralegal Diploma

Branford Hall Career

Institute

2016 to 2017

- Tort Law
- Criminal Law Business Accounting
- Law & Ethics
- Westlaw Next
- Wills, Trust, Estates
- Family Law & Procedures
- Personal Psychology
- Commercial Law
- Civil Litigation Procedures
- Business Organization
- Real estate Law
- Bankruptcy Law
- Legal Document Production