

# Yumiko Johnson

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## Skills

- \* Strong problem-solving abilities, ability to prioritize to complete tasks without supervision
- \* Document handlings: confidential care, online storage & doc sharing apps (share file, google drive)
- \* Skilled bookkeeper with deep working experiences with QuickBooks (Premier, Enterprise level), and the knowledge and basic experiences with Microsoft Dynamics (Business Central)
- \* Windows up to 11Pro, MS Office suites, G Suite Tools, Acrobat DC, Smart Draw
- \* Certificates of Bookkeeping in 6 study topic by AIPB (American Institute of Professional Bookkeepers)
- \* Bilingual: English, Japanese

## Work Experiences

### **Bookkeeper: Full-time, Northwest Maritime Center/Port Townsend**

**January 2022 – April 2024**

Accounts Payable, Billings, Customer Service, B&O and sales tax filing, Business Licenses, Vendor- 1099 reporting

### **Office Manager: Full-Time**

**March 2005 – January 2020**

#### **Kubota Membrane USA Corporation/ Bothell, WA**

Full charge bookkeeper (AP, AR, Banking, State & Local tax, Regular reporting, Annual Financial reviews with Auditors. Dealt with international and domestic shipping protocols with forwarders. Handled Payroll and HR matters including new hire onboarding, Safety topic, Benefits planning. Handled facility changes and IT coordination for the office.

Achievements:

- Contributed all office admin support for a 3-person new office to grow into 20+ employee company.
- While taking on accounting end, tasks also involved facility maintenance and coordination with contractors as the office had occasions for relocation and remodeling of existing or new office spaces.
- Took initiatives to learn and verify state/local tax and nexus matters as the company needed to expand and evolve the business activities into project management in various states.
- Successfully worked with other divisions in the group company, remote staff, as well as with third party CPAs, auditors, and other consultants for IT, HR, and Insurance needs.
- Improved the company's QuickBooks system from a single user desktop to Enterprise multi-user

### **Highlights in Customer Service -Sales oriented work:**

#### **Microsoft /Issaquah WA: EMEA Rapid Response Coordinator (Contingency work)**

**2003-2004**

Reviewed IT issues and help requests from Premier Clients of Europe-Middle East-Asia regions in a 24/7 support operations. Successfully dispatched right skilled engineers in time by following a complex company protocols and data system. Collaborated with co-workers from various domestic and international offices.

- MS office called me back later for a full-time opening for the job: I was already at Kubota and stayed.

#### **Amazon.com/Seattle, WA: (short term) Tier 1 Customer Call Center Representative**

**1997**

Received customer inquiries by email or phone: Successfully assisted customers with various topics and/or referred to an appropriate department so the question will be answered. Full-time job offered: did not work out due to pay.

#### **Berlitz Schools of Language, Inc./ Tokyo, Japan (Full-Time)**

**1987-1989**

Sales coordinator at Aoyama branch, which was one of the major branches with various clients.

Contributed to achieve the highest sales volume for the branch as a sales team staff. Left to pursue College study.

## Education

B.A. degree in Journalism/Communication      Seattle University, Seattle, WA      Cum Laude GPA 3.61      1993

International Business Program Certificate      Bellevue Community College, Bellevue, WA      1990

A.A. degree in Eastern-Western Cultural Histories      Gakushuin Women's Jr. College, Tokyo, Japan      1982

Other trainings/knowledge: State and Local Tax (SALT) /Nexus topics ( OJT and seminars)

2016-2019

**Eligibility to Work:** Lawful Permanent Resident in USA