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- Based in Lawrenceville

Summary

Through my employment, I have gotten to meet clients with different backgrounds that have different needs and backgrounds, and with patience and listening abilities, I get to a productive solution for them. As an aspiring journalist and first-generation student, I have nothing but the highest standards for my work and projects. I have managed to speed up communication lines on an effective way, while also introducing new tools to improve the company's operations.

Skills

- Receptive
- Quick learner
- Clerical
- Fluent in Spanish
- Data management
- Multitasking
- Extensive experience in customer service
- Able to easily adapt

Experience

Manager of Communications / Bookkeeper

Maxy Tax Services Inc. – Lawrenceville, GA | October, 2017 – Present

- Introduced innovative administrative techniques to the CEO and CFO, successfully achieving better lines of communication among departments.
- In charge of writing reference letters for clients and social announcements for the company.
- Updated internal programs to better administration.
- Supported senior staff by posting financial documents in short time notice.
- Trained three new clerks in audit skills, checking for thorough comprehension for excellent work.
- Analyzed day payments and created detailed reports to identify and suggest remedies for areas of improvement.

- Tracked income and expenses for business using QuickBooks and Excel.
- Used QuickBooks and ATX to analyze finances and create detailed forecasts for day staff.
- Mitigated annual audit risks by reviewing information in QuickBooks for needed corrective action.

Cashier

Godiva Chocolates – Buford, GA | July, 2017 – October, 2017

- Assisted with purchases, locating items and signing up customers for rewards programs.
- Helped customers find specific products, answered questions and offered product advice.
- Operated cash register, collected payments and provided accurate change.
- Worked closely with front-end staff to assist customers and maintain satisfaction levels.
- Promoted specific items options to drive sales and achieve add-on purchases
- Processed all sales transactions accurately and promptly to prevent long customer wait times.
- Completed daily recovery tasks to keep areas clean and neat for maximum efficiency.

Ice Cream Server

Stefano Versace Gelato – Buford, GA | November, 2016 – June, 2017

- Performed end-of-day duties by balancing payments and receipts in cash register.
- Greeted guests pleasantly, discussing specialty flavors and answering allergen concerns.
- Suggested new flavors and special offers to management based upon customer input.
- Restocked ice cream disposable supplies, glass serving dishes and utensils.
- Used POS system expertise to complete sales transactions with accuracy and efficiency.
- Maintained cleanliness of showcase, lobby and seating area, remaining attentive to trash, tables and chairs.

- Assembled and prepared ice cream-based drinks, following recipes to create consistent products.

Retail Store Clerk

Bath & Body Works – Buford, GA | October, 2016 – November, 2016

- Welcomed customers, offering assistance to help necessary store items.
- Wrapped items and bagged purchases properly to prevent merchandise breakage.
- Answered questions about and demonstrated features of diverse merchandise to facilitate customer sales.
- Processed customer payments quickly and returned exact change and receipts.
- Assisted with purchases, locating items and signing up for rewards.
- Discussed return policies and directed customers to pickup locations for larger merchandise.
- Unboxed new merchandise and added to shelves in accordance with planograms and stock policies.
- Cross-trained in cashiering and merchandise associate roles in order to provide skilled backup for team members.
- Collected merchandise from store from store and searched back-end locations for customer purchases.

Education and Training

Collins Hill High School

Suwanee, GA | May, 2017

High School Diploma

- 3.9 GPA
- Completed AP coursework in Spanish, Economics and Political Science.
- Honors graduate

Georgia Gwinnett College

Lawrenceville, GA | August, 2017 – December, 2019

Core classes

- 3.7 GPA
- Completed coursework in film, communication and media.
- Major in digital film and media.
- HOPE Recipient.

Georgia State University

Atlanta, GA | January, 2020 – Present

Bachelor of Arts

- 3.7 GPA
- Completed coursework in public speaking, policing and criminal justice, and advanced media writing.
- Major in Journalism.
- Minor in Criminal Justice.
- HOPE Recipient.

Accomplishments

- Promoted from receptionist to bookkeeper in less than six months.
- Created new website for the company that facilitates scheduling and outreach with clients.
- Promoted from bookkeeper to Manager of Communications in less than 12 months.
- Installed new programs that made communication easier between departments.
- Improved delivery of income taxes by having persistent attitudes towards management, realizing overall increase in customer satisfaction and cost efficiency.

Websites, Portfolios, Profiles

- <https://rebeccacarvajalruiz.wordpress.com/>
- www.maxytaxpro.com
- www.linkedin.com/in/rebecca-carvajal-ruiz

Certifications

- Licensed public notary since 2018.