

Functional Resume

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OBJECTIVE

Clerical/Bookkeeping/Office Support position.

SUMMARY OF QUALIFICATIONS

Outstanding math skills; enjoy working with figures.
Knowledge of clerical details, records and file maintenance.
Strong background in all aspects of customer service and support.
Excellent organizational, planning, interpersonal and communication skills.

EDUCATION

Tidewater Community College, Virginia Beach, VA. A.A.S. Degree in Administrative Support Technology, May 2002.

SKILLS AND ABILITIES

BOOKEEPING

- Responsible for all accounts receivable and payable functions as auditor for hotel operation.
- Prepared daily, monthly and yearly balance sheets for auditing purposes.
- Oversaw daily cash control for customer billing and posted to general ledger.

CLERICAL

- Posted all room, tax, valet, long distance and restaurant charges to house guests' individual accounts.
- Prepared comprehensive housekeeping report for Head Housekeeper.
- Utilized computer to schedule reservations around the world for guests.

CUSTOMER SERVICE

- Handled customer inquiries and complaints in a professional manner.
- Adept at handling confrontational situations, resolving them appropriately.
- Communicated with guests and customers via switchboard operation.

MANAGEMENT

- Scheduled, trained and supervised staff arriving for daily shift.
- Supervised and oversaw security of building, including physical plant.
- Oversaw all hotel operations and guests relations as management staff.

EXPERIENCE

2001-1999	Clerk/Bookkeeper/Virginia Beach Conference Center	Virginia Beach, VA
1999-1988	Desk Clerk/Happy Town Hotel	Virginia Beach, VA
1988-1986	Secretary/Rudy's Manufacturing Company	Virginia Beach, VA
1986-1984	Job Cost Clerk/Wilson Mailing Company	Norfolk, VA