

## **Dioyca Caraballo L.**

40 Gorton Street Apt # 1 New London, CT 06320

E-Mail [dycbusiness@sbcglobal.net](mailto:dycbusiness@sbcglobal.net) Cell 860-912-7882, Home Office 860-440-2551

### **PROFILE**

Seeking a position where my experience, bilingual, interpersonal and customer service skills are use to maximum potential and help your company to improve its operations. Highly organized and detail-focused Bookkeeper with an exceptional track record of accurately handling financial reporting in deadline-oriented environments.

### **CORE SKILLS**

Accounts Payable	Training	Collections	Customer Relations
Accounts Receivable	General Ledger	Personnel	Overages/Shortages
Invoices	Bank Reconciliation	Payroll	Supervision
Financial Statements	Microsoft Office	Employee Benefits	Cash Handling
QuickBooks (certified)	Peachtree	Bilingual	English/ Spanish

### **D y C Business Services**

**2007- Present**

**Provide Bookkeeping & Administrative Services for Small Business Owners**

### **EMPLOYMENT HISTORY**

#### **Administrative Assistant, Michael Poe, CPA, Waterford, CT**

**2006-2007**

- Managed accounts payable and accounts receivable and generated bank deposits.
- Prepared and maintained financial statements such as general ledger, journals and bank reconciliation.
- Generated monthly statements and invoices for customers.
- Communicated with customers to address inquiries and resolve issues.
- Ensured accurate and timely processing of accounting data.
- Accurately entered transactions into proprietary company accounting system.
- Completed assignments and analyses for managers.
- Answered the telephone, filed, faxed and maintained appointments schedule.

#### **Customer Service /Accounting Associate, Wal-Mart Inc, Waterford, CT**

**1999-2007**

- Managed all financial transactions, posted debits and credits, produced financial statements, and recorded all transactions.
- Prepared management reports and financial summaries using Smart System and detailed company's financial status.
- Counted register bags from closed cash drawers daily and ensured that all monies were balanced against computer receipts.
- Generated bank deposits, verified and balanced receipts.
- Created invoices and tracked overdue accounts.
- Researched and resolved billing and collections disputes.
- Supported a significant increase in productivity levels by streamlining accounting processes.
- Demonstrated talent for quickly learning new tasks and completing assignments ahead of schedule while maintaining a high degree of accuracy.
- Prepared and delivered management timelines, accurate monthly, quarterly and annual financial statements.

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- Identified cash overages and shortages, missing financial documents, and discrepancies or errors on reports and assisted in investigations regarding cash overages and shortages.
- Demonstrated dependability and reliability by effectively exchanging information by monitoring areas for signs of shrinks and potential security risks.
- Assisted management with the mentoring, teaching and training of staff.
- Scheduled, supervised and communicated with associates
- Operated all cash register equipment, to quickly and accurately process customer transactions while following company procedures.
- Communicated and responded effectively to customers' questions, located merchandise and provided requested assistance.
- Assisted associates with refunds, check approvals, layaway approvals, bankcards and financial service transactions.
- Assigned cashiers and courtesy associates to registers, areas and departments; scheduled breaks and lunches.
- Monitored and maintained cash levels in the registers, podiums and front-end change fund to ensure the availability of appropriate funds and the accuracy of cash drawer balances.

### ***Customer Service Representative, Staples, Inc., New London, CT***

***1999-1999***

- Audited cash drawers and receipts.
- Helped customers return defective products and order special products.
- Implemented sales for electronic insurance.
- Assisted the managers with restocking merchandise.
- Facilitated training on new procedures and policies for associates.

### ***Assistant Human Resources, Citizens Bank, New London, CT***

***1998-1999***

- Assisted training manager to develop and implement new employee orientation program.
- Developed secretarial training program resulting in a more efficient and productive staff.
- Worked primarily in personnel departments handling information related to full time job applicants and current employees to assist in gathering benefit information.
- Created, updated and verified clerical job descriptions with appropriate department heads.
- Introduced flex benefits program and facilitated employee meetings.
- Assisted with managing of payroll and all employees' benefits packages.

### **EDUCATION**

General Studies and Accounting AS 2007  
Three Rivers Community College, Norwich, CT

High School Diploma with honors 1998  
New London High School, New London, CT

### **Organizations**

**Member of BNI (Business Network International) Nautilus Chapter**

**Member of American Institute of Professional Bookkeepers**

**Member and Treasurer of New London Local First Organization & Re-New London**

