

# PETRONILA

EU070805

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**Accounting & Auditing Management, Customer Service Administration, Travel Agent Consultant**

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## SUMMARY

Ten (10) Years Experience in all phases in Payroll Accounting. Five (5) Years Insides Sales and Customer Service Experience.

## KEY SKILLS

- ADP(Automated Data Processing) Payroll System
- AS400 Human Resource System
- Kronos Time Sheet
- Apollo Reservation System
- Viewpoint Reservation System
- Cruise Control Reservation System
- New Hire Benefits Orientation
- Garnishments Management
- Payroll Adjustments
- Payroll Records Management
- Customers Sales Record Management
- Customer Retention

## PROFESSIONAL EXPERIENCE

**AUTOMOBILE CLUB OF SOUTHERN CALIFORNIA, COSTA MESA, CA** 2005-2007

*Membership Driven & Non Profit Organization. Provides a Variety of Services such as Travel.*

### **Travel Consultant/Customer Service Agent**

- Generated travel sales and crossed sell company products in a call center.
- Handled members and non members travel inquires, vacation quotes, travel documents and the like.
- Resolved members and non members' complaints.

**CALIFORNIA STATE AUTOMOBILE ASSOCIATION, LIVERMORE, CA** 2002-2005

*Membership Driven & Non Profit Organization. Provides a Variety of Services to Members and non members.*

### **Travel Consultant/Customer Service Agent**

- Assisted members as well as non members in a call center with travel inquires.
- Managed customers' sales account.
- Promoted company products that resulted in exceeding annual sales goal in six (6) months.

**BANK of AMERICA SECURITIES, LLC, SAN FRANCISCO, CA** 1997-2002

*Formerly Montgomery Securities and Nations Bank.*

### **Payroll Specialist**

- Processed bi-weekly ADP (Automated Data Processing) Payroll System.
- Handled new hire paper work and benefits orientation.
- Managed payroll records.
- Issued Commissions, Bonuses, Termination, and Adjustment Checks.

**SENECA RESIDENTIAL & DAY TREATMENT CENTER, SAN LEANDRO, CA** 1990-1997

*Non Profit Organization that Provided Services to Mentally and Physically Challenged Children..*

### **Payroll Specialist**

- Performed all phases of bi-weekly payroll on ADP System.
- Assisted Business Manager and Accountant with accounts receivable reports, general ledger data entries, journal entries and adjustments.
- Coordinated employees' medical, dental, and vision benefits.
- Prepared and submitted worker's compensation reports to the State.

**PROFESSIONAL DEVELOPMENT/TRAINING**

- Bachelor Science Business Administration major in Accounting
- Travel Industry Certificate
- Cruise Specialist Certificate
- California State Life Agent License