

JOHN H. SMITH

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HOSPITALITY ACCOUNTING PROFESSIONAL

Leveraging extensive knowledge of financial accounting principles and multi-departmental industry experience to deliver comprehensive accounting support in a service-driven environment.

PROFESSIONAL SUMMARY

Detail-driven accounting professional combining extensive business management and accounting education with hands-on experience in hospitality-based accounts payable, accounts receivable, payroll, invoicing, auditing, and inventory tracking. Providing operational support in all areas including front desk and events management, executive accounting assistance, inventory tracking and guest services. Increasing organization and efficiency to improve customer experiences and boost revenue opportunity. Delivering notable strengths in detailed analysis, accuracy in reporting, conflict resolution, and natural team leadership. Positioned for success and prepared to “go the extra mile” to ensure 100% guest satisfaction while achieving financial and accounting objectives.

CORE SKILLS AND KNOWLEDGE

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|-----------------------|-----------------------|----------------------|----------------------------------|
| ▪ Accounts Payable | ▪ Hotel Operations | ▪ Forecasting | ▪ Inventory |
| ▪ Accounts Receivable | ▪ Guest Services | ▪ Auditing | ▪ Invoicing/Billing |
| ▪ Payroll Management | ▪ Conflict Resolution | ▪ Financial Analysis | ▪ Financial Research & Reporting |

EDUCATION

POINT SALES UNIVERSITY – CHARLOTTE, NORTH CAROLINA

May 2011

Master’s of Accountancy in Professional Accounting; GPA: 3.1

Advanced Coursework included:

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|---------------------------------|------------------------|----------------|-------------------------------|
| ✓Accounting Information Systems | ✓Financial Accounting | ✓Income Tax | ✓Organizational Behavior |
| ✓International Accounting | ✓Management Accounting | ✓Corporate Tax | ✓Financial Statement Auditing |

HOME UNIVERSITY – Center Valley, PA

Fall 2008

Graduate Studies in Hospitality Management

HOME STATE UNIVERSITY – Fairfield, CT

April 2007

Bachelor’s of Science in Business Management

Uniform CPA Exam Candidate

PROFESSIONAL EXPERIENCE

Walton Hilton Suites, Center Point, NY

2009-present

Sales and Event Coordinator (2010-present)

Assisted the director of sales in the sales and management of hotel meetings and events involving as many as 100 attendees and 75 blocked guest rooms. Assessed customer needs and created detailed banquet event orders and group room agreements, entered information into inventory system, and produced billing details and receipts for all clients. Personally prepared and oversaw every event, delivering hands-on service and customer engagement to ensure first-class customer experiences.

- Optimized revenue through analyzing projected occupancy and adjusting rates according to availability and customer demand.
- Increased guest satisfaction and repeat event clientele through improved communications and frequent follow-up, ensuring customer needs were met and conflicts were promptly resolved throughout the event lifecycle.

Guest Service Agent (2009-2010)

Served as the first point of contact for hotel guests, providing top-tier customer service through booking reservations, ensuring customer needs were met, providing information and individual conflict resolution, promptly clarifying billing statements, and processing payments and adjustments.

- **Delivered detailed accounting support** through the reconciliation of daily reports, worksheets, and revenue statements to complete night audits, and reviewing client credit card reports to ensure available balances for anticipated fees.
- **Served as a key contributor in the opening of a new hotel** location by training the guest services staff on usage of an in-house property management system.

Hilton Heights Park, Blue, MI**Accounts Payable and Payroll Coordinator****Summer 2010**

Processed 250-300 invoices per week, utilizing Microsoft Great Plains to accurately track information, code invoices and print checks. Provided comprehensive biweekly payroll administration for approximately 100 employees, including monitoring and entering vacation and sick hours for hourly and salaried employees. Generated reports, gained approval, submitted final information, and distributed checks throughout the organization.

Blue Heights Resort, Main, FL**Executive Accounting Assistant/Income Auditor****2008-2009**

Addressed and resolved customer complaints and accounting and billing inquiries for a 225-room luxury hotel. Researched guest billing inquiries and corresponded with credit card companies to resolve charge disputes. Reconciled night audit information, banquet and event revenue, sales and occupancy tax, entering detailed information into controller spreadsheets for future tracking and analysis. Compared spreadsheet data with city ledger to ensure accuracy. Completed accounts payable, accounts receivable, and inventory processes. Conducted ongoing front desk bank audits to identify deficiencies and restore correct cash levels.

- **Assisted the General Manager with multiple projects** including creating and distributing gift certificates in response to requests from charities.
- **Gained valuable knowledge through firsthand experience** of hospitality-based operations and accounting practices including resolving accounting and billing inquiries, managing accounts payable, accounts receivable, month-end inventory, and bank audits.

Hamilton Hotel, Coral Gable, FL**Front Desk Supervisor/Guest Service Agent****2007-2008**

Directed daily front desk operations for a 243-room hotel, leading a staff of 10 guest services agents in the delivery of customer service, conflict resolution, room inspections, and assignments. Forecasted occupancy and created weekly front desk schedules to optimize resources while ensuring overall guest satisfaction.

- **Promoted from Guest Services Agent to Front Desk Supervisor within 3 months** due to demonstrated flexibility, commitment, and leadership.