

MELISSA SATTENSPIEL

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EDUCATION

City Community College, San Diego, California Commencement: Spring 2010
Business Management Major: Associate in Science Degree (Emphasis Small Business Management)

- Current Grade Point Average: 3.4

WORK EXPERIENCE

Melissa Sattenspiel's Bookkeeping, San Diego, California 01/2006-Current
Started and grew sole proprietorship. Please see my website for more information about the business!

Dreamissary, Inc. (Venezia Bella Jewelry), San Diego, California 11/2003 -11/2004
Graphic Designer, Accountant & Office Manager

Responsible for billing, A/R and A/P, collections, and other major accounting tasks. Acted as a customer account representative with all clients and trained other staff. Created a catalog featuring all jewelry charm designs, a product brochure, and other related desktop publishing projects. Originated and designed all jewelry designs and supervised production using a laser etcher. Managed production workflow, answered telephones, created and maintained databases.

- Developed an interactive accounting system including billing, A/R and A/P, invoicing, collections, and inventory. Included the generation of standard accounting reports, such as profit and loss statements, within QuickBooks Pro.
- Continuously improved production procedures to reduce costs, decrease labor time and increase efficiency.
- Promoted from data entry clerk to being responsible for many major areas of the companies production and management within four months.

Salvation Army: Ray & Joan Kroc Center, San Diego, California 08/2002 -02/2003
Administrative Assistant

Assisted the Human Resources Manager, Athletics Director, and the Finance Manager. Duties included answering telephones, database creation and maintenance, payroll duties, preparing and editing correspondence, billing and front receptionist duties with a busy multi-line switchboard.

- Created and maintained the billing and invoicing system for membership payments.
- Created an information flow system between the HR Manager, Athletics Director and the Finance Manager.
- Supported marketing by creating various brochures and mailings, including the monthly Membership Guide.

Sedona/Midland Credit Management, San Diego, California 07/2002-08/2002
Front-Desk Receptionist /Data Entry (Temporary Position)

nik multimedia, Inc., San Diego, California 11/2001-06/2002
Administrative Assistant to V.P. of Sales/Accountant

Responsible for accounting, quarterly state taxes, answering busy 7 line telephone system, order processing and scheduling, A/R, A/P, collections, inventory (current status and ordering), payroll, scheduling, creation of expense reports, and creating and editing correspondence. Acted as customer account representative and assisted with technical help-desk calls.

- Promoted from Administrative Assistant to full charge Accountant/Administrative Assistant within one month.
- Created procedure manual for administration procedures.
- Designed and organized accounting system within QuickBooks Pro 2002.
- Assisted in the creation and distribution of press release kits.

RELATED SKILLS

- Organized and detail-oriented with excellent time management.
- Ability to effectively and efficiently handle multiple tasks simultaneously. Able to work well under tight deadlines.
- Demonstrated ability to acquire and apply knowledge rapidly, including technical and abstract concepts.
- Strong written and oral communication skills, including telephone and interpersonal. Sensitive to cultural issues.
- Self-starter and leader capable of training, motivating and organizing others.
- Scheduling, event planning and appointment setting experience.
- Experienced in mailroom tasks and mail carrier protocols including USPS, Fed-Ex, UPS, and DHL.

TECHNICAL SKILLS

- Capable of typing at 70 words per minute, 10-key by touch at 300 keys per minute.
- Fluent in PC and Mac software platforms using any current or older operating systems. Internet knowledgeable.
- Software (high fluency): Daylite, Microsoft Office (Access, Excel, Outlook, PowerPoint and Word), Microsoft Publisher, Microsoft Money, Adobe Acrobat, Adobe Suite (Illustrator, InDesign, Photoshop), Adobe PageMaker, QuickBooks (multiple Editions), Quicken (multiple Editions), Goldmine, Frontline, Lotus Notes and ACT!