

# MARGARITA BATTS

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## QUALIFICATIONS PROFILE

- ♦ **Customer Service:** Proven track record of increasing customer base and upholding company's customer service expectations, with exceptional interpersonal and communication skills.
  - ♦ **Office Management:** Success streamlining front office operations in a wide variety of environments by efficiently handling communication and implementing organizational systems.
  - ♦ **Financial Operations:** Expertise in managing accounting, payroll, and tax operations, with particular experience handling cash and working various payroll software programs.
  - ♦ **Strengths & Accomplishments:** Flexible, hardworking, and outgoing professional, with an ability to work well under pressure and adhere to deadlines. Expertise in Microsoft Office Suite.
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## PROFESSIONAL EXPERIENCE

THE TJX COMPANIES, INC /TJ MAXX – Lynchburg, VA

**Sales associate** (2016 to 2017)

*Ensured optimal customer service and revenue for this busy store.*

Assisted customers in locating items, answering questions and offering additional items to increase customers purchases. Resolved customer service issues appropriately and competently. Prepared register cash bags for next day use, performed safe counts, sorted media and prepared daily deposits. Processed cashier transactions and handled returns with speed and accuracy.

*Key Achievements:*

- Maintained customer service per company standards, processing sales efficiently and accurately.
- Protected company information and maintained confidentiality. Submitted daily cash reports to management. Prepared bank deposits and balanced tills.
- Successfully cross-trained in different departments of the store, such as Cash Office, Backroom, Front Registers, Fitting Room.

H&R BLOCK – Madison Heights, VA

**Tax Professional** (2016 to 2017)

*Hired to grow H&R Block business, deliver outstanding client experience, demonstrate tax expertise, promote teamwork and collaboration.*

Set challenging and attainable goals for business growth, gained and retained clients through online products and services. Anticipated client needs and matched them with relevant expertise, products, and digital solutions. Supported Office Leaders at all times in creating a positive work environment. Actively and positively participated in all training sessions.

*Key Achievements:*

- Generated business growth through understanding and communicating the value of products and services.

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- Built trusted and personalized client relationship, took ownership of providing a positive experience to all clients.
- Provided accurate tax preparation and tax advice using a high degree of ethics and integrity, effectively demonstrated expertise to clients.

GENERAL ENGINEERING CORPORATION – U.S. Virgin Islands

**Administrative Assistant to Manager of Housing Construction Projects** (2003 to 2010).

*Managed scheduling, communications, and payroll operations as a key player in major housing projects in the U.S. Virgin Islands.*

Spearheaded all front office operations for this fast-paced, high-pressure office, with particular responsibility for handling the Housing Construction Projects Manager's schedule and communication. Expertly orchestrated the weekly payroll and time clock systems, ensuring accuracy and thoroughness at all times. Oversaw the gathering and processing of all hiring-related paperwork, and proved to be a valuable resource to new employees. Served as the Notary Public of the entire region. Managed petty cash for each company project, as well as employee expenses.

*Key Achievements:*

- Played an integral role in the successful completion of the Lovenlund Apartments project, a \$17 million construction project in St. Thomas.
- Streamlined front office operations, successfully ensuring a smooth finish of the Calabash Boom Apartments housing project, which totaled \$40 million from start to finish.
- Developed and implemented office organization systems that improved operational efficiency for entire office.

V.I. REGULATED WASTE MANAGEMENT, INC. – U.S. Virgin Islands

**Administrative Assistant to the General Manager** (2002)

*Hired to organize and streamline office paperwork, handle incoming and outgoing communication, and manage all secretarial duties.*

Compiled, analyzed, and prepared invoices by reviewing costs of various services. Managed transportation and disposal procedures, and efficiently gathered and organized customer base and documentation requirements.

*Key Achievements:*

- Successfully helped increase customer base by effectively compiling and reviewing documentation, which improved ability to notice holes in customer base.
- Played an integral role in winning a competition to secure a long-term contract with Gov. Juan F. Luis Hospital, which significantly increased company revenue.
- Increased speed at which General Manager could complete projects and release communication.

MONIQUE'S BEAUTY STUDIO – U.S. Virgin Islands

**Receptionist / Assistant to Hairdresser** (1999 to 2002)

*Oversaw all front desk operations for this hair salon.*

Greeted customers pleasantly and professionally, scheduled appointments, handled all incoming phone communication, and maintained client records and cash funds. Successfully sold hair care and

beauty products based on customer need and product knowledge. Also assisted stylists with color formulations.

ARES – Moscow, Russia

**Accounting Manager** (1992 to 1998)

*Managed accounting services, including tax and payroll, for this widespread wholesale company.*

Oversaw and directed the daily operations of four Accounts Receivable/Accounts Payable employees, and reviewed their work to ensure thoroughness with an exact attention to detail. Utilized expertise in tax, accounting, and payroll to guide employees and complete all necessary financial requirements for the company.

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## **EDUCATIONAL BACKGROUND**

MOSCOW AGRICULTURAL ACADEMY – Russia

**Master of Science in Agronomy (Agro-Chemistry and Soil Science)**

**Bachelor of Science in Agronomy (Agro-Chemistry and Soil Science)**

MOSCOW FINANCIAL ACADEMY – Russia

**Bookkeeping Certificate**

H&R BLOCK – Virginia

**Income Tax Course 2016 Certificate**

U.S. CORP OF ENGINEERS – San Juan, Puerto Rico

**Construction Quality Management for Contractors Certificate**

UNIVERSITY OF THE VIRGIN ISLANDS – U.S. Virgin Islands

**Intro to Accounting I and II** 4.0 GPA

BELLEVUE UNIVERSITY – Nebraska **Intermediate Accounting I** 4.0 GPA