



ANTONIO PERAZA

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Summary

Meticulous accounting professional bringing experience in strategic planning, customer relationship management and account reconciliation. Strong Quickbooks and Softpro proficiency with precise and accurate nature. Expertise in financial data entry and record-keeping. Proficient in Microsoft systems such as Powerpoint, Excel, Word, Outlook and Teams and having skills in SQL, Javascript and Java.

Skills

- Microsoft Applications Proficient in Powerpoint, Word, Outlook, Teams
- Analytical and Critical Thinking Skills
- Multitasking and Prioritization
- Data Entry
- Computerized Accounting
- Payment Coordination
- Programming Languages: SQL, Javascript, Java
- Data Analysis Tools: Excel
- Web Skills: HTML, CSS

Experience

Title Company

Escrow Accounting Processor

06/2023 - Current

- Cut checks and initiated wires to send out
- Responsible for all positive pay functions and reconciling during morning time to make sure accounts are balanced
- Responsible for all stale dated checks and file balances for all branches
- Responsible for the input of wires and receipts into files
- Responsible for creating stop payments in the bank for lost checks or reissued checks
- Responsible for depositing ZOCCAMS for files and receipts in the file
- Generated accurate financial reports for management review.
- Reviewed and analyzed accounting documents to ensure accuracy of information.
- Assisted with the development of internal accounting policies and procedures.
- Performed audits on file to make sure all numbers were correct before the closing date.

Chewy.com

Customer Service Representative

02/2023 - Current

- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.
- Answered incoming calls and emails, providing frontline customer support or assistance with product and service transactions.
- Remained calm and professional in stressful circumstances and effectively diffused tense situations.
- Developed strong customer relationships to encourage repeat business.
- Provided outstanding service to new and long-standing customers by attending closely to concerns and developing solutions.

T-Mobile

Sales Associate

10/2022 - 02/2023

- Engaged customers in friendly, professional dialogue to determine needs.
- Answered incoming telephone calls to provide store, products and services information.
- Worked with fellow sales team members to achieve group targets.
- Developed trusting relationships with customers by making personal connections.
- Assessed customer needs to provide assistance and information on product features.

The Home Depot Inc

Hardware Sales Associate

03/2022 - 11/2022

- Executes company policies, procedures and safety standards to ensure the proper cleanliness and safety of the office and equipment.
- Unboxes new merchandise and restocks shelves in appealing and organized arrangements to promote items.
- Recommends optimal merchandise based on customer needs and desires and then escorts customers to products and points out complementary items to boost store sales.
- Worked closely with team members to deliver project requirements, develop solutions and meet deadlines.

The Children's Place

Sales Associate

01/2021 - 03/2022

- Helped customers find specific products, answered questions and offered product advice.
- Arranged new merchandise with signage and appealing displays to encourage customer sales and move overstock items.
- Maintained knowledge of current promotions, exchange guidelines, payment policies and security practices.
- Built and maintained relationships with customers and colleagues through excellent customer service and troubleshooting abilities to drive team success.

Education and Training

William T. McFatter Technical College | Davie, FL

Certifications in Java Programming And Web Design

07/2023

- Designed projects relating to BMI Calculators, Coin Calculators, Travel Time Calculators and Factorials in Java.
- Created two basic websites with basic functions.
- Created GUI applications using Java for multiple different applications.
- 3.5 GPA
- Learned to use SQL and be able to use SQL queries and extract data and analyze SQL entries

Plantation High School | Plantation, FL

High School Diploma

06/2022

- Bright Futures Recipient
- Take Stock In Children Recipient
- Graduated summa cum laude with a 3.7 GPA
- Top Ranked: Top 10% of my class
- Completed Biology, U.S History and Spanish AP Course
- Completed a few 3D Design projects in Fusion360

Certifications

- **Information Technology Specialist (ITS)- Software Development**
- **Certified Internet Web (CIW) JavaScript Specialist**
- **CompTIA Project+**

Languages

English:

██████████ ██████████ ██████████ ██████████ ██████████

Native/ Bilingual

Spanish:

██████████ ██████████ ██████████ ██████████ ██████████

Full Professional