

Paul Alfredo Ayala, Sr.

Key Skills

Management:

Experience in multiple industries (hospitality, retail, financial, real estate), managing large numbers of employees in high-pressure situations.

Information Technology:

Computer repair, web development, training, database development, networking, data recovery, media editing, cloud computing, content management systems (CMS), social media.

Clerical:

70+ WPM & 10-key
Proficient in MS Office, OpenOffice & LibreOffice (Word, Excel, PowerPoint, Project, Visio, Access, Outlook, Publisher, Expression Web and corresponding alternatives)
Bookkeeping
Cash/POS management

Vertical Software:

ProFiler (JH)
ORTax
Intellitax
Drake
CrossLink
TaxWise/Paperless Plus
TaxSlayer Pro
Intuit Tax Online
QuickBooks Accounting
QuickBooks Online
Wave Accounting (online)
GNUCash
Taleo
PeopleSoft
Various Point of Sale (POS) and Customer Relations Management (CRM) tools

OFFICE MANAGER/ADMINISTRATOR

Determined professional with extensive clerical, management, Human Resources and customer service experience in the bookkeeping/income tax, notary public, hospitality and retail industries. Seeking a full-time position with a reputable company with an emphasis on personal growth and education.

Employment History

Admin Assist Urban Uniforms Jul 2015 – Jan 2016
Bookkeeper San Antonio, TX

HR Specialist
IT Consultant
Performs Bookkeeping duties by managing Accounts Payable, Accounts Receivable, Payroll, tax reporting, collections and financial reporting. Create, manage and enforce company policies and procedures as Human Resources specialist and manage daily office operations in the absence of business owners. Provide IT support for office's domain network and web development services for multiple domains.

Multi Store Jackson Hewitt Dec 2014 – Mar 2015
Manager San Antonio, TX

Manage day to day operations of five office locations in the North West area of San Antonio (one store front and four Walmart kiosks). Responsible for scheduling staff of tax preparers at all five locations, resolving all customer service issues, promoting each location to increase revenue, analyzing financial and other business reports for each location, setting daily/weekly goals for each office, assisting with timekeeping/payroll processing, training employees in customer service and tax preparation and ensuring daily accounting and bank deposits are completed daily. Ensure compliance with Internal Revenue Service (IRS) and bank due diligence requirements and regulations and enforce company policies and procedures. Constant communication and coordination with Area and Regional Manager to stay informed of company-wide initiatives and frequent changes in pricing and promotional campaigns.

Hiring Macy's Oct 2014 – Nov 2014
Manager South Park Mall

Seasonal position responsible for researching and scheduling job candidates for retail sales and support positions at a single mall location. Conduct interviews and make final hiring decisions based on candidate's qualifications and skill set in accordance with the requirements of each position. Communicate with department managers regularly to assess their specific personnel needs. Also assist the Administrative Support Team (AST) with onboarding and training of new associates, running change for the cash office and various other administrative tasks. Update employee information in Taleo and PeopleSoft databases.

Office EC Tax & Business Services Aug 2009 – Jul 2014
Assistant EC Landscaping & Lawn Services
Madrigal Properties, Inc.

Supervise office personnel and manage daily administrative operations including bookkeeping (Accounts Receivable, Accounts Payable and financial reporting), point of sale (POS) system, mailing/shipping, customer relations, IT and communications management, training and remote assistance. Provide clients with federal and local tax preparation, bookkeeping and business consulting services (start-up, nonprofit formation, local taxes, dissolution, etc.). Assist with landscaping cost estimates, invoices, payments and collection efforts. Execute Lease Applications and

Community Service

John Jay Mustang Band Boosters:

President, 2011-2014
Website Committee Chair, 2009-Present
Volunteer for various other committees

Education

General Education Degree, 2005.

Rental Lease Agreements for residential tenants and assist with processing rent/mortgage payments, amortization schedules, assessing late fees and other charges, collection efforts and legal notices and coordinate projects with independent contractors. Continuously analyze operations and recommend improvements.

Office Clerk 3

Southwest Research Institute® Oct 2001 – Apr 2011
Chemistry & Chemical Engineering Division
Microencapsulation and Nanomaterials Department

Provide administrative support for department of forty-five employees in a laboratory/office setting. Assist with preparing correspondence with commercial and government clients, create meeting presentations, organize catered business events, ensure compliance with the department of Quality Assurance, implement and maintain an organization-wide chemical inventory system (Microsoft Access/CISPro®, shipping & receiving (FedEx Ship Manager), procurement of office and laboratory materials/supplies, create and process business forms, complete expense reports and perform budget management. Also responsible for maintaining departmental office equipment and maintaining org charts for the Chemistry & Chemical Engineering division. Maintained public website for The Umatilla Chemical Depot (UMCD) in Umatilla, OR; documented public reports of various environmental analyses in the area of chemical weapon demilitarization activities. Produced, edited and published various marketing material for various conventions, expos and business presentations and developed a customer relations management (CRM) system to track leads and referrals.

Bartender Supervisor

Adecco
Hospitality Division
(On Call)

Aug 1999 – Present

Bartending/catering services during temporary work assignments for local hospitality organizations (caterers, hotels, restaurants, private residences). Also serve as on-site supervisor when required. Supervisor duties include managing group time sheets for all assigned staff and obtaining approval from client representative, ensuring that all staff are dressed according to dress code and provide professional 5 star service, addressing any issues raised by the client/guests, training new banquet servers and bartenders when necessary. Report directly to the Adecco Sales Executive.

Party Coordinator

The RK Group
Catering by Rosemary, Inc.

Jul 1993 – May 2000

Manage staff of various sizes involved in providing catering services for private events. Required TABC and ServSafe® certification. Work directly with clients, venue contacts and other departments of the parent company (i.e., floral, rental, kitchen, bar, entertainment and transportation) to ensure successful event management. Venues include the Henry B. Gonzales Convention Center among other notable locations throughout the San Antonio area, as well as Austin and other locations in Texas.