

Akeiba Manley

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CAREER OBJECTIVE

A detail-oriented professional seeking to secure the Accounts Receivable position utilizing skills and leadership experience.

PROFESSIONAL EXPERIENCE HAMPTON INN - STOCKBRIDGE

Front Desk

Sept 2023 - Present

- Performing all check-in and check-out tasks.
- Managing online and phone reservations.
- Informing customers about payment methods and verifying their credit card data.
- Managing the booking system for future reservations
- Communicating with potential and future guests about upcoming reservations
- Creating key cards and check-in info packs in advance
- Keeping the lobby and entrance areas clean and tidy
- Maintains accurate records of bookings and payments
- Escalates more critical issues and concerns to supervisor or appropriate teams
- Handle guest complaints and resolve issues promptly and effectively, ensuring guest satisfaction.
- Maintain a clean and organized front desk area, including the lobby, reception desk, and surrounding areas.
- Manage and prioritize tasks, such as accepting and delivering messages, arranging wake up calls as well as handling mail and packages.
- Provide information about our hotel, available rooms, rates
- Coordinate with housekeeping and maintenance staff to ensure guest rooms are clean and well-maintained
- Report any and all maintenance, breakage, or cleanliness issues to manager on duty
- Keep up to date with rates or special offers to provide accurate information to guests
- Adhere to all fire safety test procedures to be able to assist in evacuation process in the event of a fire

ONCE UPON A TIME ACADEMY

PreK Teacher

Dec 2018 - Sept 2023

- Supervise children during daily schedules of indoor and outdoor activities.
- Helps establish an environment that promotes safe and positive interactions between children and staff.
- Prepare instructional materials and classroom displays.
- Ensuring the curriculum focuses on every child's educational, developmental, cognitive, and social needs.
- Assist other teachers to provide increased age based learning experiences for their students.
- Stay in compliance with program regulations and policies as it relates to training as well as the health and safety of all children.

JW OUTFITTERS

Accounts Receivable/Collections Specialist, Dec 2018 – Nov 2022

- Billing- Generates invoices for both Direct and Rental departments, using Route Manager and Taps
- Attentive to customer specific billing to ensure accurate and timely billing
- Reconcile billing or accounting discrepancies and verify accounts
- Reconciles records with internal company employees and management
- Routinely collaborate with management staff to discuss aging reports, outstanding accounts, and ways to continue to improve the accounting department
- Maintain updated spreadsheets with recent accounts payables and accounts receivables accounts
- Locate and monitor overdue accounts, using computers and a variety of automated systems
- Answer customer questions regarding problems with their accounts.
- Update and maintain accounting journals, ledgers and other records detailing financial business transactions (e.g., disbursements, expense vouchers, receipts)
- Using pivot tables, v-lookups to balance daily cash, bank reconciliations and post all entries into QuickBooks
- Payment posting- Run credit cards, process and apply all payment types to customer accounts, cross apply credits between accounts, monitor write offs and adjustments and compile data and prepare a variety of reports
- Collections- Collect on customers past due accounts, generate and mail statements, research and resolve any customer invoicing discrepancies, adjustments, credits, and short pays
- Verify the accuracy of invoices and other accounting documents or records

EDUCATION

Strayer University

Morrow, GA (April 2020 - Present)

Bachelor's of Science:

Accounting and Finance

- **GPA:** 4.0

REFERENCES

Available upon request