

RITA KIEN

ACCOUNTING & FINANCE PROFESSIONAL

SUMMARY OF QUALIFICATIONS

- **Accounting, Finance & Audit Experience:** Track record of performance and contribution in fast-paced environments. Relevant experience includes financial reports, monthly and year-end audits, bank reconciliations, account analysis, and operating policies and procedures.
- **Academic Qualifications:** University of District of Columbia - 30 credit hours in accounting.
- **Team Leadership:** Fifteen-plus years' experience managing and training diverse staff teams.
- **Customer Service Delivery:** Strong focus on satisfactory customer relations; adept at handling challenging situations.
- **Technical Capabilities:** Proficient in Microsoft Office; able to utilize and maintain complex PC spreadsheets and databases.

CORE ACCOUNTING COMPETENCIES

Practical work experience combined with academic and company training in following areas:

- | | | |
|------------------------|------------------------|------------------------------|
| • A/P & A/R | • Cost Accounting | • Wire Transfers |
| • General Ledger | • Check Reconciliation | • Auditing Theory / Practice |
| • Cash Management | • Financial Statements | • Corporate Taxation |
| • Data Collection | • Journal Entries | • Record Keeping |
| • Bank Reconciliations | • Customer Service | • Quality Assurance |

"Dennis worked well with all members of the accounting team... here were no discrepancies and assigned work tasks were completed according to written policies and procedures and GAAP standards...he demonstrated a good basic understanding of essential equipment functions, operations, and applicable software in the accounting department."
- **Select comments from NIH (GWU branch) Accountant**

PROFESSIONAL WORK EXPERIENCE

NIH Federal Credit Union, Georgetown University, Washington, DC

2010 to Present

Senior Member Services Representative

- Direct daily operations for fast-paced branch operations with \$500,000 in monthly cash transactions and serving 600+ customers daily.
- Supervise and train four employees; authorize financial documents; audit internal operations; reinforce standard company policies/procedures; and handle special customer requests.

Assistant Teller Supervisor, Industrial Bank, Washington, DC

2001 to 2008

- Managed full scope of finance operations and cash management for three branches, transaction processing, ATM services, consumer banking, teller unit functions, and client investments.
- Oversaw up to 18 employees collectively.

Head Teller, NationsBank, Silver Spring, MD

1999 to 2001

- Prioritized work activities and daily assignments for four employees and managed overall operations of teller unit.
- Complied with customer requests, resolved customer complaints, and introduced new bank products and services.