

**GABRIELA V. MAZZEI**  
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## **OBJECTIVE**

Professional with more than fifteen years of experience in the Accounting and Customer Service area. Expert collaborating and working in a team. Analytical, good problem solving abilities, and able to work well under pressure. Proficient in Microsoft Word, Excel and Quickbooks. Ability to read, write and speak Spanish.

## **CAREER EXPERIENCE**

**Latino Americanos Servicios**, January 2008 – September 2009 Cleveland, Ohio  
**Bookkeeper**, responsible for the accounting of small businesses as restaurants, constructions, landscaping and snowplowing. Making sure the information is sent accurately to our system. Responsible of the Bank Reconciliations. Elaborate weekly, biweekly, semi-monthly and monthly payroll checks according to our client requirements, maintaining employees' benefits records accurate and updated. Prepare monthly, quarterly and annual Payroll Reports. Processes online Federal, State and Local taxes payments accurately. Attend customer needs professionally, accurately and in a timely manner. Prepare weekly and monthly record and payments for a business which works under the union system. Elaborate semi-annual payroll reports to the Bureau of Workers Compensation, in order to assure payments and keep employees covered under their rules. Research and reconcile discrepancies and problems timely. Prepare correspondence to the Federal, State or Local Government in order to solve discrepancies between them and customers, establishing contact until solved. Perform other general function as assigned.

**Fifth Third Bank**, December 2003 – December 2007 Cleveland, Ohio  
**Customer Service Representative**, Perform account transactions, account maintenance, customer correspondence, balancing and completing delegated reports and projects as scheduled. Prepare Statement of Condition, order and prepare cash shipments, process ATM and Night drop deposits or payments, monitor and balance the vault. Maintain personally a balancing record and have the ability to find and correct outages and to enlist help as needed. Act with confidence by answering or finding the answers to customer questions and finding solutions to customer issues. Handle consumer and business customer problems with professionalism, directing complex issues seamlessly to the Customer Services Manager, or other management as necessary. Maintain a position of trust and responsibility by keeping all customer business confidential.

**Superintendencia Nacional de Aduanas** Iquitos, Peru  
**Department Manager of Collection and Accounting for the Peruvian Government**, 1998-2001  
Managed the daily operation of the Collection and Accounting Department; developed, implemented and supervised the accomplishment of the procedures established for the whole department; supervising the function of an accountant, an executing coercive attorney, an informant of impugning received resources, and custom officers. Controlled of Conciliation of the income caught through banks and cash register, checking and giving approval and conformity of the collections and deposits; checked daily reports of tax collection by total amounts and quantity of paid documents; coordinated collections with other departments and offices, anticipating omissions

or duplicity of payments; analyze and updated remaining collections. Reviewed and evaluated records and resolution projects related to claim files, reconsideration of onerous or doubt payment debts, addresses and referred them to a supervisor for their approval. Attended concerns of the users related to payment procedures; evaluated and approved requests of division or delay of payable taxes according to the law, determining the updated debt, preparing the chronogram of payments and controlling its fulfillment.

Customs Specialist, 1994-1998 Lima, Peru  
 Supervised, recorded, controlled and custody of guarantees, its process, return, exchange or execution when it corresponded. Emission, control and notification of the collection paid, reformulation or cancellation and reference to the coercive executor when it corresponded. Controlled of the restriction acts for the collection of debt, by interval of the Coercive Executor; supervised the elaboration of the accounting income, main and auxiliaries records, and formulation of other countable reports; verified regularizations and countable adjustments related to the collection of payments, the administrative regulations or cancellation of documents of collection. Supervised the storage, record, movement, shipping and receiving of the merchandise to the storeroom. Coordinate and suggest the system area, changes in the computer programs used in the area according to our needs; coordinate and proposed the system area, the creation of a new database of information according to our requirements. Trained personnel in managing the existing databases, implementing and improving their use, and reducing the time in the elaborated work; create documents and data bases information on Excel and Word; maintained computer files. Registered countable movements in the system

**Raylu SA**, 1990-1993 Lima, Peru  
Assistant Accountant, elaborated payroll and ticket of pay and wages; controlled pending document payments, promoting the fulfillment and accomplishment everything in the right moment; recorded countable movements in computer program

**EDUCATION**

Cuyahoga Community College, 2003-08	English as a Second Language, Computer, Math and Accounting courses	Cleveland
H&R Block, 2008	Tax Return Preparation	Cleveland
Escuela Nacional de Aduanas College 1993-94	Accounting Custom Course	Peru
Inca Garcilaso de la Vega University, 1982-88	BA Accounting	Peru

**REFERENCES**

Available upon request