

**JON DO**  
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## **PROFESSIONAL PROFILE: ACCOUNTING CLERK**

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A detail-orientated, organized, and highly motivated BBA student with a specialization in accounting. Experienced in customer service, online order processing, and record-keeping. Proven leadership capabilities in leading accounting-related various projects. Ability to mitigate the company's risks through the application of solid knowledge in financial & managerial accounting, accounts payable & receivable, auditing, and international business.

## **KEY SKILLS & COMPETENCIES**

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- Effective interpersonal and communication skills in English, ability to coordinate with the team for smooth operations of the business.
- Attention to detail and thoroughness to make sure work is done with 100% accuracy.
- Problem-solving skills, ability to solve reconciliation issues with tact.
- Excellent customer service skills; ability to resolve customer complaints with courtesy.
- Proficient in Microsoft Office suite.

## **EDUCATION**

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**Bachelor of Business Administration (Major in Accounting)**  
Yorkville University, New Westminster, BC

Expected Graduation: June 2022

**Diploma in Accounting**  
Desh Bhagat University, Punjab, India

Aug 2017 – July 2018

## **ACCOUNTING RELATED PROJECTS**

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### **Capstone Projects: Auditing & Corporate Finance**

Performed an audit of a non-profit organization and a post-secondary school by assessing the organizations' needs, identifying the corporate risks and data discrepancies (e.g., fraud), and recommending solutions to reduce and mitigate risk. Analyzed the viability of a merger between a large, national grocery chain and a well-established national pharmacy chain as part of the Corporate Finance course. Valuated each company individually and relative to their industry and provided recommendations for completing the merger process.

- Led class projects and motivated the team to complete the projects on time.
- Delivered presentations on the class projects, earning a 100% grade in the presentation.

## **WORK EXPERIENCE**

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**Customer Fulfillment Associate, Walmart, New Westminster, BC,**

Apr 2020 – Present

Facilitated fulfillment processes by utilizing systems fully to successfully initiate all outbound shipping processes. Supported team in performing daily goals and follow-up as well as ensured production goals are being met during both peak and non-peak periods. Responded to customers' inquiries and resolved their issues regarding fulfillment orders, processing payments, and invoices.

- Met and exceeded the company's targets by processing online orders with 100% accuracy.
- Contributed to increasing customer base through exceptional customer service.