

# Kathy S. Yu

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## SKILLS

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Effective working independently with little supervision and as an enthusiastic team member to provide efficient and professional customer service. Ability to learn and progress quickly. Self-motivated, confident and dedicated to quality work. Excellent communication and interpersonal skills. Fluent in verbal and written English and Cantonese. Proficient in Microsoft Office applications including Word, Excel, PowerPoint, and Outlook. Experience with PeopleSoft, Micros Fidelio System, PMS, MARSHA, Oscar, Deltek Advantage, & Nextouch. Internet savvy. Type 55 – 65 wpm.

## EXPERIENCE

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### **Babey Moulton Jue & Booth**

**June, 2007- present**

#### *Jr. Accountant*

Process payments to vendors. Process payments for employees' expenses. Run batch billing of active projects and work closely with project managers to tailor invoices before sending them out to clients. Apply payments to projects upon receipt. Contact clients to follow up on payment status. Review Aging Accounts Receivable with controller on a regular basis. Reconcile three company's monthly credit card statements. Assist Purchasing Manager in processing check requests and purchase orders. Assist Marketing Director in various projects for the company. Attended a Sales Tax seminar and learned about sales tax regulations.

### **JW Marriott (formerly Pan Pacific San Francisco)**

**2004-2007**

#### *General Accountant- Accounts Payable/Accounts Receivable (07/2006-07/2007)*

Monitored groups' method of payment and making sure that groups have a method of payment upon arrival. Processed direct bill requests for potential incoming groups. Created house accounts for groups and posted daily charges. Reviewed bills and settled house accounts. Processed Foreign International Traveler Vouchers. Prepared, examined, and analyzed accounting records, and financial statements to accurately process invoices for various departments of the hotel. Reconciled Marriott's frequent guest reward program account from an outstanding balance of over three hundred thousand dollars from my position's inception to a reduction of fifty percent within 3 months. Continually researched and contacted both Marriott members and Marriott Rewards resource center to correct issues such as outstanding balances, caused by the branding change from Pan Pacific to Marriott. Communicated with vendors on a daily basis to establish positive relationships with the hotel. Overlooked departmental managers' usage of corporate credit cards. Helped in making one million dollars of collections from previous owner's debt. Cross-trained in other aspects of accounting such as general cashiering.

#### *Guest Service Agent / PBX- Communications Operator (10/2004-7/2006)*

Trained and learned new PMS in one week period of branding change. Multitasked in a fast-paced environment; coordinated daily operations including check-in and check-out processes. Greeted, registered, and assigned rooms to guests of hotel. Made preparations to accommodate guests' special needs and preferences. Reviewed accounts and charges with guests. Verified guest's credit, and established method of payment for guests to pay for accommodation. Balanced cash accounts. Strategically provided situational and flexible solutions to guests on a daily basis. Transferred high volume of phone calls using telephone switchboards.

### **Sacramento County Airport Systems (SCAS)**

**2004**

#### *Human Resources Intern*

Organized the Upward Mobility Program with members of the Human Resources Division. Researched other organization's Upward Mobility Program and policies. Assessed 380 SCAS employees to determine components of their Upward Mobility Program. Designed and conducted a PowerPoint presentation on "How to Prepare for an Interview."

### **Communication Department, University of California, Davis**

**2003**

#### *Teaching Assistant*

Assisted professor in exam preparation for an advance communication theory course. Collaborated with the professor in devising fair grading policy.

### **World Telecom**

**2001**

#### *Sales Associate*

Provided information about phone plans, and introduced various types of cell phones to customers directly for a cellular phone store. Practiced selling to approximately 30 customers each day and learned marketing skills. Handled customer grievances.

## EDUCATION

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**2005-Present**

### **San Francisco State University**

Master's in **Public Administration** (emphasis in Financial Management)

**2000-2004**

### **University of California, Davis**

Bachelor of Arts in **English and Communication**

References Provided Upon Request