Margaret S. Ralston

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(518) 527-8186

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**OBJECTIVE:** To secure a part time Bookkeeping/Accounting position that will utilize my skills, my prior experience and education that will make me an asset to your team and provide possible future opportunities within the company.

**EDUCATION: B.A. (**in progress) Interdepartmental Studies **–** Present Senior

College of Saint Rose, Albany, NY 12203

**A.A.S. Business Administration-** May 1999

Hudson Valley Community College, Troy, New York 12180

**AREAS OF**

**KNOWLEDGE:** General Accounting, NYS Taxation, Research, Reconciliation

Computer Proficiency: Microsoft Works

Microsoft Office: Excel, Word

QuickBooks, ADP

Access, Portal Expert, Accela, eAcces

Powerpoint Presentation

**RELATED**

**EXPERIENCE: Tax Information Aid**

Feb 17’ – May 17’ NYS Taxation and Finance – Department of State, Licensing

\*Respond to verbal, written and electronic inquiries from taxpayers and their representatives

application procedures, process and status of licenses.

\*Wear headset and answer telephone calls which are automatically and continually distributed

by the telephone system.

\*Explain and interpret agency rules, regulations, policies and/or procedures in addition to

answering routine questions.

Jan 16’ – Feb 17’ **College of Saint Rose**

**\***Curriculum and Instruction

**\***US History until 1865

**\***International Relations

**\***Literacy and Literature Grades 4-6

**Bookkeeper**

July 08 **-** Jan 16’ Angela’s Bridals, Inc. Albany, NY 12203

\*Accounts Payable/Receivable

\*Daily balancing procedures

\*Bank Reconciliations

\*Handle Correspondence with suppliers and customers via email and/or telephone

\*Represent company in court hearings

\*Report Qtrly Sales Tax

**\***Organize and prepare for year end

\*Collect payments from cancelled orders

\*Represent Co. in court hearings regarding debt collection

Sept 05’ – July 08’ **Stay at Home Mom**

**\***Daniel Raymond Ralston born 9/17/2005

\*Hannah Elizabeth Ralston born 3/10/2007

**Tax Technician**

April 04 - Sept 05 NYS Taxation and Finance -Audit Department, Albany Campus, NY 12203

\*Conduct research and compile and organize data for tax returns, forms and schedules to determine correct tax liability

\* Analyze tax data sets for accuracy and conduct trend, time-series, and other data analysis

\*Correspond or communicate by telephone with taxpayers, their representatives,

concerning exceptions, errors or omissions and to clarify inaccurate information

contained in tax return

\*Research court decisions, rulings, publications and other reference materials for

guidance in making decisions concerning the propriety of return

\*Authorize refunds where taxes have been overpaid or close cases where no additional l liability , negligence or fraud is evident

\*Arrange informal hearings with taxpayers in response to protested assessments

To resolve contested additional liability

\*Assist taxpayers in the preparation of forms or returns required as the result of

of examination findings

\*Appears as an expert witness for the Department of Taxation and Finance to explain

examination procedures used and provisions of the tax laws, , rules, and regulations

Sept 01 - Apr 04 **Taxpayer Service Representative**

NYS Taxation and Finance - Sales Tax/PrompTax, Albany Campus, NY 12203

\*Assist taxpayers in preparing sales tax forms, returns, registrations and licenses

\*Answer questions posed by taxpayers regarding appropriate sections of the tax law

\*Computes or assists the taxpayer in computing tax penalty and interest due on prior

Years’ tax returns

\*Assist in electronic filing of returns and payments

\*Explain adjustments to tax refunds and assists taxpayers who wish to file adjustments

or amendments

\* Provides guidance and assistance to seasonal employees concerning the policies and

procedures of the Taxpayer Assistance Program

Nov 00 - Sept 01 **Payroll/Benefits Administrator**

Contec Corporation, State St. Schenectady, NY 12304

\*Collect and review employees hours for accuracy

\*Input data into ADP to generate payroll

\*Handle enrollment of new employees of health and dental insurance

May 00 - Sept 00 **Senior Account Clerk**

Guilderland Central School District, Guilderland, NY 12084

\*Oversee & classify receipts and expenditures

\* Maintain various general ledgers

\* Verify & reconcile various accounts

\*Prepare ledger reports

\* Accounts payable/receivable

Jan 98 - May 00 **Member Representative/Assistant Bookkeeper**

Postal Employees Credit Union, Schenectady, NY 12301

\*Enroll & update customer accounts

\*Checking cashing

\*Handle customer deposits, withdrawals, account maintenance

\*Compiling information for loan processing for customers

\*Maintain Vault

\*Daily balancing procedures

\*Handle incoming/outgoing correspondence

\*Reconcile bank statements /accounts payable/receivable