Margaret S. Ralston

2751 West Lydius St. Schenectady, NY 12306

(518) 527-8186

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**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