

J. Christopher Bowling

Office Manager & Bookkeeper

Accounting and Office Manager with extensive professional and diverse experience with accounting and business operations. Excellent overall sense of customer service; a highly motivated self-starter with outstanding analytical, organizational, and negotiation skills. A talent for identifying problems, developing and simplifying procedures, and finding cost-effective solutions.

WORK HISTORY

2020-02- Office Manager/Bookkeeper

Current *Southwest Partnership, Baltimore, MD*

- Provide administrative support for Executive Director, scheduling meetings, creating financial reports, researching grants, and providing supporting documents.
- Manage workplace operations and assist 5 staff directors with project implementation, clerical processing, scheduling, and workflow.
- Maintain financial records, process check requests and deposits, and create monthly reports on income and expenses in Aplos bookkeeping software.
- Manage daily operations while offering excellent customer service for community members, Board of Directors, and neighborhood associations.

2017-06 - Owner

Current *BowlingART, Parkton, MD*

- Founded and manage a retail t-shirt business featuring personal artwork, growing brand recognition, inventory and product range, and increasing profits by 25% annually through focused marketing and outreach
- Featured artist in the American Visionary Art Museum holiday show Bazaart in November 2017 and Maryland State Arts Council member
- Applied performance data to evaluate and improve products, target to current business operations and forecast customer interests

2019-03 - Office Assistant/Customer Service

2020-01 *RAM Supply Company*

- Answered inbound customer orders via phone, email and web and handle all inquiries, complaints and order issues in a timely manner
- Provided sales and product information for account managers, including managing and organizing data in Sage/CRM to promote marketing strategies, inventory control, and to maintain account databases
- Routed drivers in OMNITracs and prepared invoices for customers, assisting with billing and accounts receivable issues as needed

2018-11 - Seasonal Production Assistant

2019-01 *Artsy Couture, Cockeysville, MD*

- Produced high quality canvas prints, wood-mount prints, photo cubes, and other photo-art gifts on large-scale Epson printers
- Employed basic technical skills to troubleshoot printing and mechanical issues on printers, laminating machines, heat presses and CNC cutting machine
- Maintained efficient workflow, moving finished prints on ten printers through lamination and heat press processes while evaluating quality standards
- Demonstrated excellent working knowledge of large-scale printers, laminating machines, heat presses and ESKO CNC cutting machine and trained four employees on all machines

Phone

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E-mail

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WWW

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Skills

Customer Service & Relations

Customer Retention & Problem-solving

Project Management & Supervision

Training & Curriculum Development

Inventory Control & Logistics Reports

Computer & Office Equipment Operations

Microsoft Office (Word, Excel, PowerPoint, Outlook)

Word Processing & Typing

Filing & Data Entry

Telephone (multi-line) & Email Handling

Payroll & Budget Forecasting

Accounts Payable & Receivable

POS systems/Cash handling

Visual Design & Implementation

Styling & Craftsmanship

Visual Arts (Various media)

Creative Thinking & Innovation

Intermediate Spanish

2018-03 - Stock Associate / Visual Merchandiser

2018-10 *Pottery Barn, Towson, MD*

- Catch the Spirit award recipient at store and district levels in May 2018
- Received and processed shipments of product (average 150-600 boxes per week), organized inventory, and handled out-going shipments via UPS or local freight carrier
- Assisted with visual presentation per company standards including product placement, window installation, and light construction (painting, patching, etc.)
- Supported sales associates with customers as needed, including working the POS system, answering phones and accommodating customer inquiries on the sales floor

2016-03 - Teaching Assistant

2017-06 *Edmonds Community College, Monroe, WA*

- Assisted students with projects, taught lectures (College Accounting), and created handouts/online activities for a class of 20; provided 1-1 and classroom tutoring for over 50 GED students in all core subjects

2011-08 - Bookkeeper

2013-09 *McCormick & Schmick's Catering, Tukwila, WA*

- Managed accounts receivable and accounts payable for over 100 vendors, and provided weekly and monthly reports for managers regarding purchases and inventory; prepared financial statements and summaries on a daily and monthly basis to outline revenue, food costs, and specific departmental accounts
- Performed opening, closing, and balancing procedures on Squirrel and Aloha software (POS systems); developed spreadsheets and reports to efficiently distribute, organize, and overview sales information
- Oversaw troubleshooting of basic IT and POS system problems and assisted in training all staff on front and back of house POS systems
- Assisted in answering phones for the catering sales team, and provided information to clients about our catering menus, policies, and bookings; possessed working knowledge of event management software to manipulate client accounts
- Maintained personnel records for all hourly employees and processed payroll for a staff of 55 including calculating tip allocations and commissions

EDUCATION

2020-06 **Professional Bookkeeping with QuickBooks 2019**

Towson University – Towson, MD

Certificate of Completion

1990-09 - **Bachelor of Science: Art Education**

1995-05 *Towson University – Towson, MD*

Graduated cum laude

ACTIVITIES / VOLUNTEERING

8/2015-6/2017 **Dog Trainer/Handler** - Summit Assistance Dogs

9/2017-Present **Volunteer Researcher/Photographer** – Find-a-Grave.com