AMBER REYES

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SUMMARY

Business office assistant with 1 year in a skilled nursing business office and 2 years of part-time cashier work during college. Applies resident and insurance payments, assembles admission packets, and answers family billing questions with careful, friendly customer service. Accurate with Excel, PointClickCare, payment posting and daily deposit records, and steady under month-end deadlines.

SKILLS

- Payment Posting
- Accounts Receivable
- PointClickCare
- Excel
- Cash Handling
- Data Entry
- Microsoft Office
- Deposit Balancing
- Customer Service
- Attention to Detail

CERTIFICATES

Microsoft Office Specialist: Excel Associate

Microsoft • 04/2025

EXPERIENCE

Business Office Assistant

Sierra Vista Care Center • Fresno, CA

09/2025 - Present

99-bed skilled nursing facility.

- Apply **200+** resident and insurance payments a month in PointClickCare with no posting errors at audit.
- Assemble admission packets for 20 new residents a month and track missing signatures and insurance cards to completion.
- Handle 30 family calls a week on statements, accounts receivable balances, trust account questions and payment plans.
- Record the daily deposit in Excel and balance it with the bookkeeper before the afternoon bank run.

Cashier

Valley Fresh Market • Clovis, CA • 06/2023 - 08/2025

Part-time job during community college at a neighborhood grocery store.

- Processed 150+ transactions a shift with careful cash handling and a balanced drawer at every close.
- Resolved price checks, returns and refund questions while keeping checkout lines under 5 minutes at peak hours.
- Trained 4 new cashiers on the register, coupons and opening checklists.
- Counted the safe and filled out deposit slips on 3 closing shifts a week.

EDUCATION

Associate of Arts

Fresno City College • Fresno, CA • 05/2025

Business Administration