OLIVIA FERCHO

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About Me

Business Administration student with hands-on experience in accounting, bookkeeping, and customer service. Skilled in QuickBooks, Excel, financial reconciliation, and client communication. Seeking internships or entry-level opportunities in accounting or business operations

Education

Southeastern University - Bayside College
Bachelor of Business Administration
Minor: Accounting and Finance

Aug. 2024 - Present
Projected Graduation: May 2027
- GPA: 4.0
- Dean's List: 2024-2025
- Career Hours Completed: 75

Louisburg Highschool

Aug. 2020- May 2024
- GPA: 3.9
- Dual Credit Hours: 26 (GPA 4.0)
- Superintendent's Honor Roll: 2021-2024
- NHS Member: 2022-2024

Skills

- Accounting & Bookkeeping
- Accounts Payable & Receivable
- QuickBooks
- Microsoft Excel
- Financial Reconciliation
- Customer Service
- Communication & Organization
- Attention to Detail

Work & Volunteer Experience

2024 - present

Accounting/Bookkeeping Assistant
Lakewood Ranch Pool & Paver
- Manage daily bookkeeping functions, including accounts payable and accounts receivable, ensuring accurate and up-to-date financial records.
- Reconcile bank and credit card statements, identifying and resolving discrepancies to maintain financial accuracy.
- Process and review vendor invoices, supporting timely payments and proper documentation.
- Generate and issue invoices for 400+ clients, track outstanding balances, and follow up on overdue accounts.
- Utilize QuickBooks and Excel to maintain organized financial reports and records.

2024 - present

Server
Cactus Grill
- Accurately handle cash and credit card transactions, completing end-of-shift reconciliations.
- Increase seasonal item and add-on sales by approximately 30% through effective upselling techniques.
- Deliver high-quality customer service by resolving guest concerns promptly and professionally.
- Collaborate with team members to improve table turnover and reduce guest wait times.

2025 - Present

Enrollment Internship
Bayside College
- Enter and maintain prospective student data within spreadsheets and institutional systems with attention to accuracy.
- Communicate with prospective students via phone and email regarding applications, next steps, and events.
- Assist with on-campus events such as Preview Days and Orientations to support enrollment efforts.