

# Robert Barnes

New Bedford, MA 02740

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Willing to relocate: Anywhere

## Work Experience

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### **Assistant Manager in Training**

nancy LLC DBA Dunkin Donuts - Seekonk, MA

June 2022 to Present

- Managing register cash positions and conducting bank deposits
- Putting away truck deliveries and ordering product shipments
- Ensuring all employees are adhering to company food safety standards
- Addressing customer concerns quickly and efficiently
- Working directly with the store manager to meet store sales goals

### **Tax Manager**

Nationwide Tax & Business Services - New Bedford, MA

January 2021 to Present

Interviewing and completing independent contractor agreements, Completing weekly payroll, assisting clients with personal and business income taxes and payroll taxes, Compliance checks

Filed forms 1040, 1120, 1120s, 941, 990, 1065

### **Tax Preparer 3**

Jackson Hewitt - Brockton, MA

December 2020 to May 2021

Assist clients with preparing their taxes in person and Virtually, Travel to assist other location keep appointments, Call clients to advise them of Promotions and help them schedule their appointment

### **Tax Manager**

New Bedford Tax Prep - New Bedford, MA

January 2014 to September 2020

Interviewing and completing independent contractor agreements, Completing weekly payroll, assisting clients with personal and business income taxes and payroll taxes, Compliance checks

Filed forms 1040, 1120, 1120s, 941, 990, 1065

### **Merchandiser**

In-store Group - Traveling

September 2019 to June 2020

Read planograms and set to the shelves to correct notch count. Back fill and merchandise. Experience with rite aid conversion and Walgreens beauty department reset.

**Shift Leader/Manager**

Taco Bell - Dartmouth, MA  
November 2019 to January 2020

Deploy crew member schedules, bank deposits, safe count, food order, food drop

**Product Merchandiser**

Davaco Inc. - Traveling  
July 2019 to January 2020

Responsible for reset activity, Shelf conditions, Tear down and rebuild and schematics/plan-o-gram

**Dispatcher/Customer Service**

Spherion Staffing Svc - Brooksville, FL  
October 2018 to February 2019

Monitor and dispatch drivers, Monitor and keep Gas Stations full, Data Entry, communicate with driver and customers via phone and email, monitor drivers following D.O.T. regulations.

**CAREGIVER**

Personal  
January 2018 to September 2018

Personal caregiver for an ill family member.

**GENERAL MANAGER**

R&M ENTERPRISE INC  
October 2015 to January 2018

Handling weekly payroll for 10 employees, Interviewing and filling out new hire paperwork, Accounts Payable & Receivable, Bookkeeping, Advertising and Marketing

**OPERATIONS MANAGER**

FLEETGISTICS  
October 2015 to January 2017

Weekly route scheduling, IC disciplinary actions, Verifying and approving invoices, Calculate Profit and Loss

**OFFICE MANAGER**

PINNICK CONSTRUCTION  
July 2015 to October 2015

Weekly payroll for 45 employees, Create contracts and proposals, Scheduling employees for job site needs, Accounts payable and receivable.

**ASSISTANT MANAGER/ NIGHT TIME DISPATCHER**

BLUEBIRD TAXI INC  
May 2009 to May 2015

Supervising 15+ drivers per shift, creating a positive brand image, Answer Multiline Phone, Communicate via Two Way Radio, Schedule and Dispatch drivers.

**PERSONAL CARE ASSISTANT**

Tempus Unlimited  
October 2013 to July 2014

Prepare and cook meals, Light housekeeping, Supervise medications and transport to and from appointment.

### **CREW MEMBER**

Dunkin' Donuts - Fall River, MA  
January 2013 to May 2013

Balance cash drawer, assist opening and closing of the store, Maintaining a sanitized work area, Greet and assist customers, Record and follow hold times.

## Education

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### **GED**

NEW BEDFORD PUBLIC SCHOOL  
January 2008 to December 2020

### **BACHELOR OF BUSINESS ADMINISTRATION in Current GPA is**

STRAYER UNIVERSITY  
September 2018

## Skills

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- ACCOUNTS PAYABLE (3 years)
- ACCOUNT RECEIVABLE (3 years)
- DATA ENTRY (8 years)
- HUMAN RESOURCES (4 years)
- MICROSOFT OFFICE (10+ years)
- Care Giver
- Customer Service
- CSR
- Customer Support
- Customer Care
- Planogram
- Merchandising (3 years)
- Office Manager Experience (3 years)
- Shift Lead
- Shift Supervisor
- Key Holder
- Fast Food
- Food Service
- Team Member
- Tax Experience (3 years)
- Professional Tax Preperation (4 years)
- Crew Member

- Accounting (2 years)
- Tax Experience (4 years)
- Shift Management
- Management Experience
- Profit & Loss
- 10 Key Data Entry
- Payroll
- Recruiting
- Account Management
- Budgeting
- Bank Reconciliation
- Multi-line Phone Systems
- Interviewing
- Bookkeeping
- Data collection
- Google Suite
- General Ledger Accounting
- QuickBooks
- Six Sigma
- Pricing
- Account Reconciliation
- Balance Sheet Reconciliation
- Employment & labor law (10+ years)
- Bookkeeping (4 years)
- Adobe Acrobat (8 years)
- Food safety
- Serving
- Inventory control
- Food preparation

## Certifications and Licenses

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### **ServSafe Alcohol**

### **ServSafe Manager**

December 2019 to December 2024

### **PTIN**

Present

### **Lean Six Sigma Green Belt**

November 2014 to Present

## **Annual Annual Filing Season Program**

December 2022 to December 2023

### Assessments

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#### **Attention to Detail — Proficient**

October 2019

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: [Proficient](#)

#### **Customer Focus & Orientation — Highly Proficient**

October 2019

Responding to customer situations with sensitivity.

Full results: [Highly Proficient](#)

#### **Administrative Assistant — Proficient**

September 2019

Using basic scheduling, attention to detail, and organizational skills in an office setting.

Full results: [Proficient](#)

#### **Customer Focus & Orientation — Highly Proficient**

December 2019

Responding to customer situations with sensitivity.

Full results: [Highly Proficient](#)

#### **Spreadsheets with Microsoft Excel — Proficient**

January 2020

Excel knowledge including common tools, PivotTables, conditional & nested formulas, and custom visuals.

Full results: [Proficient](#)

#### **Call Center Customer Service — Expert**

January 2020

Applying customer service skills in a call center setting.

Full results: [Expert](#)

#### **Accounting Skills: Bookkeeping — Proficient**

January 2020

Calculating and determining the accuracy of financial data

Full results: [Proficient](#)

#### **Office Manager — Proficient**

April 2020

Scheduling and budgeting

Full results: [Proficient](#)

### **Work Style: Reliability — Familiar**

December 2019

Tendency to be dependable and come to work

Full results: [Familiar](#)

### **Basic Computer Skills: PC — Expert**

July 2020

Performing basic computer operations, navigating a Windows OS, and troubleshooting common computer problems.

Full results: [Expert](#)

### **Management & Leadership Skills: Impact & Influence — Familiar**

December 2019

Adapting leadership style to accomplish goals using rational or emotional appeal.

Full results: [Familiar](#)

### **Scheduling — Highly Proficient**

July 2020

Cross-referencing agendas and itineraries to avoid scheduling conflicts

Full results: [Highly Proficient](#)

### **General Manager (Hospitality) — Highly Proficient**

January 2020

Performing business math, reading and interpreting P&L statements, and solving group scheduling problems.

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

## Additional Information

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### SKILLS

- Key holder experience
- Microsoft Office
- Managing Accounts
- Leadership
- Self-Motivated
- Point of sales
- Accounts Payable
- Human Resources
  
- Communication
- Organization
- Time- Management
- Ten Key

- Data Entry
- Problem Solving
- Account Receivable
- Contracting
- QuickBooks