

Trisha Ngo

Denver, CO 80202

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Professional Summary

High achieving office manager proficient in ERP project management software, advanced payroll administration (including Local Tax, Garnishments, and Prevailing Wage), AP/AR processing, and bookkeeping.

Authorized to work in the US for any employer

Work Experience

Office Manager

Airvac, Inc-Denver, CO

June 2023 to March 2025

- Managed all AP/AR and bookkeeping of a small business (10-12 employees), and parent company.
- Managed payroll and taxes (garnishments and prevailing wage).
- Personally pursued and recovered \$500k worth of past dues within a year.
- Processed roughly 300 industrial wastewater manifests into invoices each month.
- Maintained a 99% accuracy rate throughout employment.
- Implemented a 30-day, 60-day, and 90-day, past due recovery procedure.
- Managed 1 monthly credit card and 4 monthly bank reconciliations.
- Maintained discretion when handling confidential information regarding operations and finances.
- Helped automate payroll and payroll tax processes (swapped to QuickBooks Online).
- Maintained great relationships with both vendors and customers.
- Handled daily credit card transactions from customers and weekly remote check deposits.
- Managed new hire onboarding and informational support on benefits.
- Handled any errors/miscommunications responsibly and proactively.
- Recorded and filed all financial documentation.

AutoCAD Drafter

Kahuna-Westminster, CO

October 2022 to May 2023

- Reviewed the redlines/revisions as requested and applied them to AutoCAD/CADworx drawings accordingly.
- Worked closely with project engineers to create PFDs and P&IDs for oil and gas facilities/stations.
- Reviewed and analyzes discrepancies in designs, may correct and/or consult with staff engineer or design lead for clarification.
- Learned equipment modeling, pointcloud/cloudworx, and annotation.
- Assisted in improving Kahuna Standards and Workflow.

Accounting Assistant

Tavern Hospitality Group-Denver, CO

August 2022 to October 2022

- Managed payroll for 5 restaurant locations (940, 941, Wage Withholding, Garnishments, Occupational privileges)
- Managed weekly invoicing (services) data entry in Sage Accounting.
- Handled Monthly Sales, Quarterly, and Payroll tax filing and payment.
- Handled Monthly Sales report.
- Managed weekly bank reconciliations.
- Assisted in the high-volume food, liquor, beverage, and supply bimonthly invoice entry and payment
- Input rental income deposits/checks, non-cash deposits, banquet deposits, bank transfers, food delivery partner income receipts, Eventbrite income receipts in Sage Accounting and through the bank.
- Reviewed, analyzed, and resolved GL Account discrepancies.
- Processed credit card chargebacks.
- Reviewed, summarized, and assisted in coordinating change orders with the bank.
- Input all new employment information accounting software and filed with the government.
- Managed reimbursement receipts and payment.

Office Manager

Jade Ember Studios-Longmont, CO

December 2021 to August 2022

- Managed correspondence with company's partners and external contacts (Microsoft, Sony, Nintendo, Legal, Accounting, Game Publishers).
- Organized internal data, records, and files within Google Workspace (Drive, Docs, Sheets, etc).
- Researched and implemented new software to structure the company's internal administrative processes.
- Conducted game industry marketing research, marketing campaigns, and data entry.
- Assisted and facilitated the hiring of employees and contractors.
- Coordinated and managed redesign of the office space and patio (Furniture, Painting, Handywork).
- Assisted each department with any extra tasks

Receptionist

The Lighting Agency-Denver, CO

July 2021 to October 2021

- Answered phones

Administrative Assistant

Lead Seed-Denver, CO

January 2021 to July 2021

- Assisted in implementing new procedures and processes within the company (onboarding templates, data entry accountability, texting campaign)
- Handling correspondence/assisting in introductory meetings with other lead generation companies C-Suite executives.
- Researched and implemented new software/programs within administration and sales (Data Enrichment - Lead gen research, Sales Navigator - assisted in facilitating partnerships, Jarvee - Social Media Management)
- Independently created a training schedule and manual for all sales team new hires, and assisted in creating training manual for Account Management, and Homeowner.
- Handled mass external communications (Via text) (Twilio, Clicksend)

- Managed Sales team's social media marketing along with web scraping for leads on the side (Jarvee, Prowebscraper)
- Assisted in organizing/facilitating project management between teams (Trello)
- Weekly report generation and analyzation of KPI Reports for the sales team.
- Reviewed/filtered resumes and scheduled interviews for sales team.
- Proactively assisted CTO to implement and maintain internal filing system and intranet (Jira/Confluence)
- Created marketing material (newsletters, blog posts, email templates) via Canva
- Implemented employee engagement programs (Zestful, Bonusly)
- Coordinated and semi hosted team bonding events (Habitat for Humanity, Denver Rescue Mission).
- And general office duties (maintaining office cleanliness, maintaining office inventory, scheduling, etc).

Temporary Receptionist/Office Assistant

Aerotek-Arvada, CO

April 2020 to November 2020

- Assisted AP with receipt entry and vouching for freight invoices and credit card statements. (V Lookup and Pivot Tables between jobs/projects)
- Coordinated meal delivery for project meetings and conferences.
- Reorganized/optimized several of the internal and/or physical files and folders
- Scanned mass amounts of documents whilst multitasking various other duties
- Assisted the sales engineers during their proposal processes
- Acted as a professional, informative, courteous gatekeeper for incoming calls.
- Maintained clear and positive communication while engaging with each department (Engineering, Manufacturing, Operations, Technicians, and Accounting)
- Troubleshoot and resolved various office device issues monthly
- Encouraged, maintained, and enforced CDC guidelines within the company and its guests during pandemic
- Proactively attended to needs of each department.
- Input and corrected high volume project timekeeping for over 100 employees.
- Assisted in job tracking and project tracking within Epicor ERP/CRM/SCM/HCM.
- Monitored office inventory and maintained or updated stock when necessary/preventative measures.
- Self-taught beginner level WordPress.
- Assisted in installation of RingCentral VoIP soft phones and provided instructional training and support to coworkers.

Recruiter Coordinator

STS Technical Services-Greenwood Village, CO

August 2019 to March 2020

- Prepared and formatted 3-5 resumes in a timely manner for recruiters.
- Provided quick and exceptional customer service for roughly 20 - 40 calls a day.
- Processed new hires into the ATS.
- Set up and/or tracked applicant drug tests a day.
- Created, analyzed, and ensured accuracy and completion on daily excel reports.
- Provided applicants support on completing onboarding electronic documentation in a timely manner.
- Reviewed, responded, and/or redirected up to 100 emails a day.
- Multitasked about 4 to 6 of the above daily.

Server

Olive Garden-Westminster, CO

August 2018 to June 2019

- Represented company's ideals and goals to guests at initial contact and overall experience.
- Created delightful dining experiences for guests under pressure and in a timely manner.
- Dedication to teamwork to meet guest needs of the entire restaurant.
- Quickly processed financial transactions while remaining courteous
- Maintained hygiene guidelines and standards set by the company.
- Easily adapted to unique requests.

Front Desk Associate

High Plains Fitness Center-Westminster, CO

August 2015 to May 2017

- Input high volume customers (200 per semester) into EZFacility software.
- Trained front desk staff and acted as a knowledge base for employees and customers.
- Marketed facility events (recreational team sports, workout challenges, nutritional/dieting challenges), recruited players/participants, and engaged them actively throughout each event.
- Upheld quality customer service and conflict resolution.
- Secured and processed confidential information (payments, personal information)
- Maintained hygienic standards of facility and its equipment

Education

computer science (Some college)

Metropolitan State University of Denver-Denver, CO

August 2018 to May 2019

Front Range Community College-Denver, CO

August 2015 to May 2017

Skills

- Microsoft Office
- Conflict Management
- Aerospace
- Receptionist
- Filing
- Multi-line Phone Systems
- CRM software
- Trello (1 year)
- Training & development
- Bullhorn
- VoIP (2 years)
- Accounting
- 65 wpm
- Microsoft Excel
- Human resources

- Front Desk
- EPICOR
- Microsoft Powerpoint
- Marketing
- Data Entry
- Manufacturing (1 year)
- Aviation (1 year)
- Microsoft Outlook
- Microsoft Word
- Jarvee (Less than 1 year)
- WordPress
- Sales Navigator (Less than 1 year)
- POS
- Avionte (1 year)