

# GHANSHYAM CHAUDHARY

## BOOKKEEPER - Excel, Sage 50 & Quick Books

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### PROFESSIONAL SUMMARY

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Bookkeeper with a Diploma in Business Accounting, skilled with managing \$10K+ weekly payment transactions and reconciling \$1K+ in daily cash, ensuring zero discrepancies. Executed accurate financial documentation by recording monthly POS transactions, reducing reporting errors by 30% while aligning reconciliations with compliance, audit, and corporate accounting standards. Trained and supervised 2+ employees on transaction handling and POS processes.

### SKILLS

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- **Advanced Excel:** Pivot tables, VLOOKUP, charts, formulas, reconciliations, financial analysis & reporting.
- **Sage 50:** AP/AR invoicing, payments, collections, bank reconciliation, payroll, and GST/HST compliance.
- **QuickBooks:** AP/AR cycles, bank reconciliations, categorization, payroll, GST/HST setup & reporting.
- **Payroll & Taxation:** End-to-end payroll processing, Canada-specific rules, and compliance with GST/HST.
- **Accounting & Finance:** Financial reporting, statements preparation, audits, budgeting, cash flow monitoring.

### WORK EXPERIENCE

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#### Customer Service Team Member

December 2023 – June 2025

*KFC*

*7028 Yonge Street*

- Executed 150+ customer orders daily via POS systems, ensuring 95%+ accuracy in cash, credit, and debit transactions; assessed compliant service while balancing till at shift end and reducing discrepancies to zero.
- Administered balancing procedures for 50+ shifts, reconciling payment records with no discrepancies; conceived 100% accuracy in financial closures, ensuring adherence to audit requirements, corporate cash handling standards.
- Processed \$10K+ in weekly customer payments across cash, debit, and credit methods; reconciled transactions to system records with full compliance; minimized financial reporting errors by 20% and also proposed audits.
- Trained and coached 2+ new employees in cash handling, POS use, and service procedures; lowered onboarding duration by 30% while increasing trainee accuracy from 75% to 95% within two weeks; improved team efficiency.
- Conducted real-time inventory checks for 100+ SKUs during shifts, reconciling physical counts with system records; identified variances under 2% and proposed seamless order fulfillment and maintained accurate reports.
- Replenished and rotated inventory across 10+ kitchen and front counters per shift, applying FIFO principles to prevent product loss; reduced stock-outs by 40% and ensured operational readiness for high-demand periods.
- Monitored customer queues and processed 200+ transactions per shift, reducing average wait time by 15%; implemented different service protocols to ensure accuracy across POS entries, and minimizing order disputes.
- Streamlined POS payment processes for 500+ weekly debit and credit card transactions, resolving verification mismatches in under two minutes per case; contributing to secure financial operations and maintaining trust.
- Verified and reconciled \$1K+ in daily cash transactions, recording adjustments and reporting to management; maintained zero audit flags over six months; and checked compliance with internal cash management policies.
- Partnered with shift leaders to perform inventory audits across 50+ SKUs weekly, and recommending stock labeling improvements; also reduced missing items by 20% and strengthened accuracy in restocking operations.
- Delivered 95%+ order accuracy during peak hours by cross-verifying packaging and validating POS inputs; augmented customer satisfaction ratings by 10% and also minimized refund requests, ensuring service excellence.
- Managed till closures at end of shift, reconciling financial transactions to align with \$2K+ daily deposits; prevented discrepancies that delayed reports by 15%; and also checked daily operations with error-free compliance.
- Influenced customer issue resolution by handling 5+ transaction disputes daily involving billing errors, refunds, or incorrect orders; and achieved 90%+ overall customer satisfaction outcomes as documented in surveys.
- Identified and reported 10+ POS system malfunctions weekly, ensuring maintenance and minimizing downtime; preserved service continuity in rush hours, reducing delays and enabling uninterrupted transaction processing.
- Implemented inventory replenishment protocols across food categories, reducing restocking delays by 20 minutes per shift; also enhancing kitchen productivity and supporting efficient customer service in high-demand hours.
- Supervised \$2K+ weekend cash sales handling, recording transactions with 100% accuracy; enforced compliance with audit standards in weekend shifts; assessed financial documentation, eliminating risks of revenue loss.
- Delivered coaching feedback to 2+ team members weekly on cash security, fraud prevention, and customer engagement; augmented efficiency and lowered transaction errors by 15%, strengthening team performance.
- Recorded 1,000+ monthly transactions into POS and inventory systems, validating order accuracy against receipts; ensured data reporting to corporate finance; contributed to financial analysis and compliance tracking.

### EDUCATION

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Diploma in Business accounting

*Niagara College, Toronto*

September 2023 – April 2025