

Joseph Tilghman

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Accounting Professional | Tech Savvy | Office Manager Organized and Detail-Oriented soon-to-be Accounting Graduate

Accounts Receivable; Accounts Payable; Payroll; Microsoft Excel; QuickBooks; Microsoft Windows; Wiki Development; Microsoft Office; Help Desk; Computer Networking; Network Support; Leadership; Technical Support; Customer Service; Technical Troubleshooting; Data Entry; Problem Solving; Conflict Resolution.

JOB EXPERIENCE

STORK AUTOBODY, RIVERTON, WY

04/14 - 08/20

Shop Assistant, Bookkeeping & IT

- Assisted with payroll, accounts payable, receivables, and invoicing for a busy local autobody shop.
- Developed abilities in accounting and estimating software such as QuickBooks and CCCOne.
- Managed shop IT across multiple specialized systems, troubleshooting and upgrading as needed.
- Designed, proposed, and assisted in implementation of upgrading shop painting systems.

WYOMING.COM

04/11 -04/14

Helpdesk Shift Lead

- Provided top-tier tech support for an ISP offering Wireless, DSL, P2P, and Fiber optic network solutions.
- Developed, implemented, and maintained a helpdesk wiki to provide an easily accessible knowledge base.
- Produced metrics-based reports for management review and planning.
- Assisted and counseled technicians on conflict resolution and customer support.

SEARS HOMETOWN STORES

05/10 - 10/12

Assistant Store Manager

- Provided training resources in POS, product knowledge, guest services, technology, and sales.
- Responsible for managing daily operations of two to four employees; schedules, deliveries, and sales goals.
- Balanced the needs of multiple customers and co-workers simultaneously in a fast-paced retail environment.

THE OL' BROKER RESTAURANT

05/06 - 12/08

Front of House Manager

- Managed front of house operations including scheduling, hiring, and interacting with customers.
- Developed strong organizational and conflict resolution skills.
- Assessed revenue intake and developed budgetary guidelines and tracking systems.

EDUCATION

Bachelor of Science in Accounting
Western Governors University

GRADUATION 03/2022

I.T. Certifications (CompTIA, Microsoft, etc.)
Central Wyoming College, Riverton, WY

2013