GIGI BALDWIN

Lusby, MD | 443-532-2964 | gitanab02@icloud.com

EDUCATION

College of Southern Maryland
Associate of Science in Accounting | Expected May 2027
Overall GPA: 3.9/4.0 | Accounting GPA: 4.0/4.0

Academic Goals: Pursuing an Associate of Science in Accounting with plans to continue toward a Bachelor's degree in Accounting and a Master's degree in Data Analytics.

Relevant Coursework

- Financial Accounting
- Managerial Accounting
- Business Analytics
- Business Communication
- Automated Accounting Systems (QuickBooks)

Awards & Recognition

- Dean's List, Fall 2025
- Dean's List, Spring 2026

TECHNICAL SKILLS

Accounts Receivable, Invoicing, Collections, Payment Processing, Reimbursement & Refund Processing, Microsoft Excel, QuickBooks Online, Microsoft Office Suite, Microsoft Outlook, Microsoft 365, Financial Recordkeeping, Data Entry, Record Management, Documentation Management, Client Relations

PROFESSIONAL EXPERIENCE

Solar Energy World | A Comcast Company | Laurel, MD
Accounts Receivable Support | August 2026 – Present

- Process customer invoices, payments, reimbursements, and refunds while maintaining accurate account records.
- Manage collections and resolve outstanding balances, payment discrepancies, and account issues.
- Communicate with lenders regarding funding, required documentation, project milestones, and account status.
- Complete milestone submissions and coordinate job ordering to support timely project funding and processing.
- Coordinate and assign account-related tasks to sales representatives and regional sales managers to resolve outstanding requirements.

- Maintain large Excel spreadsheets to track accounts, payments, collections, project milestones, and other financial activity.

Cleaning Maid Easy | Deale, MD
Office Administrator & Laundry Manager | April 2026 – August 2026

- Oversee daily office operations, administrative functions, and client communications.
- Manage laundry and linen services for Airbnb properties while maintaining inventory accuracy.
- Coordinate client requests and ensure timely resolution of service-related needs.
- Maintain confidential records, contracts, schedules, and filing systems.
- Order, track, and maintain office, cleaning, and linen inventories.
- Prepare correspondence, reports, and operational paperwork.
- Support employee engagement initiatives and workplace organization.
- Assist management with workflow improvements and process efficiency.

Office of Congressman Steny H. Hoyer | White Plains, MD
Congressional Fellow | February 2026 – May 2026

- Supported constituent services through casework tracking and agency communications.
- Drafted correspondence, summaries, and responses to constituent inquiries.
- Conducted legislative research and monitored policy developments.
- Assisted with front-office operations, visitor engagement, and phone communications.
- Prepared briefing materials and administrative documentation.

ALDI | Prince Frederick, MD
Retail Sales Associate | September 2025 – April 2026

- Delivered customer service in a high-volume retail environment.
- Handled cash transactions accurately and maintained register accountability.
- Assisted with inventory stocking, merchandising, and store organization.
- Resolved customer concerns professionally and efficiently.

TCC Verizon Authorized Retailer | Dunkirk, MD
Sales Representative | November 2022 – December 2023

- Managed customer accounts and consistently achieved sales objectives.
- Utilized CRM software to track leads and maintain customer relationships.
- Provided consultative sales recommendations and post-sale support.
- Analyzed customer needs to recommend products and service solutions.

CERTIFICATIONS

CPR Certification (Valid through February 2027)

QuickBooks Online User Certification

Driver's License