 Joana

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**SUMMARY**

* A graduate of Bachelor’s Degree Major in Business Administration
* Having 9 years of experience (5 years in Singapore and 4 years in Philippines) as part of Administrative Department particular in managing **Accounts, CustomerService /Sales, Administrative Duties, Payroll and F & B**.
* With good computer skills (Microsoft Word, Excel, PowerPoint, Outlook, Internet)
* With Basic knowledge in**, Navision**&**UPS** (UniProSoftware) RetailPos
* A quick learner .Can work with less supervision
* Have a good working attitude. Adaptive and full of enthusiasm.
* Possess initiative and the ability to work under pressure in a fast paced environment.
* Willing to work on Weekend and Public Holiday.

**WORK EXPERIENCE**

**Aspect Security Management Pte Ltd**

***(Security Agency)***

100 Jalan Sultan #03-09 Sultan Plaza, Singapore 199001

***ADMINISTRATIVE ACCOUNTS EXECUTIVE***

March 1, 2014 up to October 2, 2015

* Administrative Accounts Executive Reporting to the

CEO

* Preparing, Filling & Monitoring Monthly Tax Invoices, Credit/Debit Notes, Payment Voucher, Quotation &

Statement of Accounts

* Performing Monthly Bank Reconciliation
* Preparing/Computing/Realising Weekly Payroll, Over-time Payment, Advances, Daily-Rated & Loans
* Handling of Petty Cash, Cheque, Reimbursements and Recordings
* Perform day-to-day accounting transactions including Transfer of Funds, Payment Processing & Billings.
* Liaise with Clients such as billing / receivable related matters
* Checking / Updating the AP/AR records to ensure complete and accurate
* Overall financial control of the company such as budget planning, expenses control and forecasting
* Recording Master attendance for all Security Officers
* Handling HR duties such as monitor and keep track of staff Annual Leave / Medical Leave
* Updating Nominal Roll.
* Maintain all personnel documents and ensure their confidentially
* Assisting with Email and Phone Inquiries
* Performing other duties as assigned by the Chief

Executive Officer from time to time.

**TAG Avenue Pte Ltd**

***(Perfume Industry)***

10 Ubi Crescent #07-30 Ubi Techpark, Singapore 408564

***ADMINISTRATIVE EXECUTIVE (SALES)***

January 30, 2012 up to February 28, 2014

* Administrative Executive Reporting to the Executive

Director of the Company.

* Contacts with executives, managers, other employees and customers mainly to assist with information exchange, problems and requests
* Provided sales support and perform general administrative duties
* Assisting with Email and Phone Inquiries/sales call, handle customer's enquiries, liaising with customers and liaising with All Outlets/Staffs.
* Maintained property management system and update all new sales/prices and progress of sales to ensure information in system is always kept up to date and accurate.
* Responsible for sales order processing, sales invoicing credit and debit notes and delivery arrangements to All Outlets
* Liaise with Warehouse on delivery orders/resolve delivery problem
* Packing/receiving of urgent items for delivery
* Checking of Stocks/Inventory control & stock-tacking
* Hands-on experience in the entire process of sales administration from preparation until delivery.
* Recording sales and order information and entering into a computer system.(RetailPOS)
* Order and control of sundry supplies in terms of

Company policy and procedure

* Assisting direct services, such as maintenance, repair, purchasing and replenishing supplies for all Outlets
* Maintaining proper filing system for all documentations including agreements.
* Assign in Outlet as per Executive Director advised
* Counter duties: (cash collection / payment / packing of goods)
* Compute monthly commission
* Providing administrative support to Accounting
* Perform monthly closing of Accounts and Bank Reconciliation
* Handles monthly GST report
* Performing other duties as assigned by the Executive

Director from time to time.

**Pearl Yaah Private Limited**

***(Sub-Con)***

414A Race Course Road, Singapore 218661

***PROJECT DEVELOPMENT EXECUTIVE***

August 19, 2010 up to January 2012

* In charge of general office administration
* Update customer and customer database
* Monitored customer account details for non-payments, delayed payments and other irregularities
* Maintained accounts receivable customer files
* Data entry, sorting and filing of reports/documents
* Accounts Receivables includes cheque, debtors ageing report, statement of accounts.
* Accounts Payable - verification of invoices, petty cash and cheque Prepare and issue of Purchase Order
* Updating and attending to payment-related matters
* Ensured proper record keeping of audit and other administrative paper works
* Processed bills debts collection and receipting
* Handled phone calls in tactful manners
* Prepare claims for submission
* Assist request for quotations

 Prepare invoices, delivery orders, purchase orders and filing

* Prepare Monthly Payroll.

**Jaro Development Corporation**

***(LiveStock Marketing) - Feb 11, 2007 up to August 13, 2010***

Km. 17 Aguinaldo Hi-way Bayan Luma Imus Cavite, (Philippines)

***ADMIN ASSISTANT / PROPERTY CUSTODIAN***

May 03, 2010 up to August 13, 2010

* Maintained Records of all Company Vehicles.
* Processed papers of vehicles in case of change name, change engine, change color & lost plate.
* Prepared OR/CR for computation of Land Transportation Office Registrations.
* Prepared Petty Cash Fund / cheque for smoke emission test.
* Scheduled vehicle for stencil & subject for renewal for smoke emission test.
* Prepared cheque for renewal of comprehensive insurance for all Company vehicles.
* Prepared & maintaining records of violation tickets.
* Prepared all necessary documents in case of accidents committed by Company vehicles & drivers.
* Gathered of all requirements needed for registration such as (Smoke Emission Result, Stencil, OR / CR Cash & forwarding it to Land Transportation Office for registration.
* Maintained records of gas slip issued and surrendered.
* Maintained Tools & equipments.
* Maintained records of accountabilities.
* Released Supplies for outlets.
* Prepared purchase receipt.
* Maintained Log book for daily & monthly request of office supplies.
* Distributed monthly office supplies request for all departments.
* Maintained record of office supplies.
* Monthly inventory of office supplies.
* Prepared proper documentation of all purchases of capital revenue expenditure made by Purchasing Department.
* Responsible in proper distribution / dispatching of goods purchased for the Company.
* Periodic inventory of fixed assets of the Company.
* Prepared individual fixed asset ledgers to have detailed Company record.
* Prepared documents for the transfer of fixed assets from one department to another to identify employee accountabilities.
* Encoding all delivery receipts of the Company.
* Prepared other report as needed to support the management for decision making purposes.

***PAYROLL / HR ASSISTANT***

April 6, 2009 to April 30, 2010

 Handled timekeeping and payroll of employees (**750** headcounts every 15/30 of the month)

* Prepared and maintained related payroll records and reports.
* Responsible for the screening of applicants and administer the necessary exams.
* Processed of employees documents related to hiring of applicants.
* Checked/verified & filled of all documents to necessary government agencies.
* Recorded all personnel files, documents and other written information and data pertaining to an employee during his employment with the company.
* Ensured systematic filing, retrieval and maintenance of individual 201 files of all employees.
* Assisted the HR manager in the proper implementation and administration of company policies, rules and regulations.

***TREASURY ASSISTANT***

August 15, 2007 up to November 14, 2008

* In charge in safekeeping of all post dated cheque collection.
* Prepared all post dated cheques for deposit.
* Prepared daily collection report of fund transfer & post dated checks deposited
* In charge in paying and releasing of Employees

Payroll.

* Responsible & Custodian of all cheques for signature
* Responsible in safekeeping of signed cheques for payments to suppliers, officers & employees.
* Coordinates/ Informs all out going cheques for release/payment to Department Head for funding.
* In-charge in making follow-up to Accounting Department of pending cheques for release/payment.
* Received all payments (cash/cheques) from customer /clients, officers and employees of the Company including farm sales collections for deposit to their respective accounts.
* Validate if all OR & PR received are in order and tally with cash/ cheques remitted.
* Ensures that all cash/cheques received were deposited on the following banking day.
* Handled all petty cash fund of JDC.
* Prepared daily collections report at the end of the day
* Posting of received collections over-the-counter. Posting of charges sales (AR-Others) of company including its payment.
* Responsible for the attachment of deposits to DCR for submission to Accounting Department.
* Maintains check register for all check issued (outstanding check subsidiary ledger )

***Receptionist/Admin***

February 11, 2007 up to August 14, 2007

* Attended to all calls and enquiries (PABX)
* Assisted HR Officer & VP Admin
* Responsible for front desk functions and guest reception.
* Handled of mails, dispatch, courier and faxes
* Requisite & Inventory of general office supplies
* Other administrative duties

**Jollibee Food Corporation**

Binakayan, Kawit Cavite, Philippines

***Part Time Production Crew***

January 28,2004– June 28,2004

* Maintained Good Customer Service with the

Consumers

* In charge in Cash Register

**PAGCOR Imus Complex (On the Job Training)**

Bayan Luma, Imus Cavite, Philippines

April 18, 2005– May 19, 2005

* Engineering Department:
  + Received and organized memos.
* Administration Maintenance / BAMD
  + Computed payroll of the contractual workers.
* Fabrication & Repair Work Unit (FRWU)
  + Issued and Maintained Gate Pass,
  + Prepared Itinerary Report

**EDUCATIONAL BACKGROUND**

**Tertiary Education**

**Bachelor of Science in Business Administration**

Major in Management (June 2002 –March 2006)

San Sebastian College – Recoletos

Manila Cavite Road Sta. Cruz, Cavite City (Philippines)

**PERSONAL DATA**

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| --- | --- | --- | --- |
| Birth Date: | 05 December 1984 | Birthplace: | Manila |
| Civil Status: | Single | Gender: | Female |
| Religion: | Roman Catholic | Nationality: | Filipino |

Language/dialect can speak or write: English / Tagalog

**AFFILIATION**

Business Management Association of the Philippines (BMAP)

Member 2002 – 2006

**INTEREST AND SKILLS**

Good Communication Skills

Computer Literate (MS Office)

**REFERENCES**

Available upon Request