**Mark**

*Seeks for a varied role that will allow me to consolidate my professional background, expand my knowledge for personal and professional growth and aspire more challenging career opportunities in a highly reputed organization.*

***SYNOPSIS:***

* Has extensive working experience in (BPO) Business Process Outsourcing, Insurance sectors, General accounting and Payroll administration.
* Acquired comprehensive exposure in defining application metrics, reports, data mapping, configuring, documenting, resolving, analyzing and review of business and usability issues and provide implementation support for key business application goals.
* Assists in a billing expense accounting. Preparing invoices, obtaining billing approval and calculating incoming fees due, ensures that billing issues are current and resolved.
* Prepares various reports, compose correspondence, administrative works, claims review and analysis for accuracy, completeness and eligibility.
* Knowledgeable in configuration of software and hardware and network connectivity for internal desktop systems, laptops and workstation, system administration of the network running windows environment and local area networks, software/hardware installations, applications, email chat support and technical help desk support.
* I have a proven track record of streamlining processes and procedures in finance and administration to minimize costs and initiating strategies to maximize profits.
* Taking ownership on the account and proficient data entry handling, provide basic instructions about the product use. Maintain high level of technical expertise, soft-skills and phone etiquette skills.
* Learned to value commitment and goal-setting, time bound & result oriented mission & initiatives. Dedicated, self-driven focused and result oriented.

***Domain Knowledge***

Data Migration - Administrative Works - Accounts Payable - Accounts Receivable - Reconciliations - General Accounting - Payroll - Revenue Management - Health Insurance - Claims Management - Customer Service - Data Analysis - Process Improvements.

***IT Forte***

Operating Systems : Windows Professional XP/7/8/10.

Microsoft Applications : Excel, Access, MS Word & PowerPoint.

Database Applications : ERP, SQL, Tally, Easypro, SAP & Salesforce.

Mail Systems : Lotus Notes & MS Outlook.

Other Applications : Adobe Photoshop & Citrix Metaframe.

***Employment History***

* **Implementation Specialist** January, 27 2014 to Present

*Realpage Philippines 2nd Flr. RBC Tower 3, Ortigas*

 *Pasig City, Philippines.*

* Ensure data conversion assignments are completed as scheduled and accurately each week.
* Identify and analyze data discrepancies and resolve appropriately.
* Interpret and understand client business requirements.
* Interpret and migrate data provided from multiple sources.
* Reconcile financial reports to historical financial reports.
* Analyze and replicate legacy accounting information into import templates.
* Gather and format budget information.
* Upload outstanding items from the prior period for the first bank reconciliation.
* Gather and format the beginning balances and monthly historical net activity after beginning balances.
* Conduct quality assurance of data migrations prior to release to the customer.
* Maintain accurate records of all data and communication received for each conversion.
* Notify management of any complications, missing data or system defects that might delay the conversion.
* Maintain daily communication with assigned Implementation Analyst to ensure a successful conversion.
* Check the validity of the order form came from clients to salesforce and do necessary billing and adjustments.

**Additional Task:**

* Excel Examiner - provide excel exam to test their excel capabilities before going to supervisors and managers interview.
* Salesforce - a cloud-based CRM system that allows salespeople to track their sales, support people to track their cases, and the entire company's employees to collaborate with each other.
* Budget Billing -Leasing & Rents shell of applications ongoing product billings for our customers.
* Add-ons - are programs that are integrated into your application, usually providing additional functionality.
* **Accountant Secretary/Document Controller** April 16, 2012 to March 27, 2013

*Khalid Al-Khonaini & Partner Co. Ltd. Jubail Industrial City, Kingdom of*

 *Saudi Arabia.*

* Assist staff with administrative duties as requested.
* Match, batch, verify and code invoices from creditors, subcontractors and suppliers based on purchase orders and warehouse receipts and input into the system.
* Prepare account statements and collect payments via phone, fax and email.
* Scrutinize supplier invoices prior to schedule of payment by verifying purchase orders, delivery receipts and purchase requisitions.
* Check and verify petty cash expenses.
* Reconcile bank statements and account balances in the general and subsidiary ledgers.
* Compute employees benefits and termination pay.
* Entering balances and calculating interests on loans, bank accounts and credit accounts.
* Typing vouchers, checks, account statements, reports and other documents.
* Check and verify payroll computation.
* Ensure that documents and forms are complete prior to approval.
* Maintain database for logging and incoming and outgoing correspondence and transmittal for easy tracking and retrieval.
* Assist in the update and preparation of various reports which include Exception Item List (EIL), Technical Query (TQ), Punch list items and monthly project update.
* Process timesheets, prepare and distribute payroll for regular and temporary employees, prepare required general ledger entries, liaise and solve employees’ enquiries.
* Assist with completion of necessary statistical reports as requested.
* **Warranty Specialist** November 26, 2010 to September 1, 2011

*Convergys 4/f Glorietta 5, Ayala Avenue, Makati City*

 *Philippines.*

* Provide inbound/outbound calls in timely and professional manner.
* Follow prescribed processes and schedules repair services for the customer.
* Deal with customer inquiries, verifies order and other information.
* Dealing with all calls politely, courteously, professionally and assertively.
* Understanding the customers needs through effective listening and questioning skills.
* Matching customers needs to clients products and services.
* Adhering to agreed processes, meeting required work standards, targets and objectives.
* Provide clear inbound communication through telephone support.
* Provide excellent customer service solutions to users pertaining to their problems should be able to resolve more complex issues.
* Verify resolution steps given.
* Deal with customers inquiries through phone and gives excellent customer service.
* Ensure that incoming telephone calls area answered in timely and professional manner.
* Maintain high level of technical expertise, soft-skills and phone etiquette skills.
* Awareness on key metrics and targets.
* Assist calls dealing with android devices support issues and customers requiring issue resolution.
* Make necessary callbacks and transfers as necessary.
* **Senior Claims Analyst** May 11, 2009 to June 21, 2010

*Accenture 11/f Cybergate Tower 1, Pioneer St.,*

 *Mandaluyong City, Philippines.*

* Manage and prioritize the day to day processing workloads for information identification and system delivery functions.
* Provides assistance and technical knowledge support in the production floor to develop high-performing team members.
* Maintaining and updating a database for all services, reports, resolutions, and historical information.
* Assist process owner in prioritizing control risks and exposures and help formulate improvement plans and monitor implementation.
* Analyzes issues, establish priorities, anticipates consequences, makes decisions and take action with fine attention to detail.
* Support process control improvement, business objectives and consolidation of project requests through process and report standardization.
* Adhere to departmental and specific team policies and procedures and escalate issues to direct senior supervisor whenever necessary.
* Prepares Claim Investigation Result (CIR) if claim is recommended for payment in partial or in full.
* Conducts an exhaustive investigation of the claim for the purpose of establishing and localizing liability. This involves gathering of facts/documents to support his finding.
* Pay Benefits according to the terms and limitations of the policy selected by the customer.
* Produce timely, accurate claim data that will enable our customers to evaluate the adequacy of the plan and its design to control their costs.
* Provide quality customer service that meets the needs and expectations of our customer while continuously seeking to improve service results.
* Ensure that top claims issues are reviewed and process Tier 1 to Tier 3 claims.
* Receives and validates filed claims on prescribed screening requirements.
* Ensuring total confidentiality is kept at all times and no confidential information is ever given to unauthorized persons.
* Denied letter if claim is not valid for payment.
* Proactively address critical issues to the team leader and offer solutions to optimize the team process if possible.
* **Billing Analyst** September 3, 2007 to May 8, 2009

*Accenture 12/f Cybergate Tower 1, Pioneer St.,*

 *Mandaluyong City, Philippines.*

* Reconciles posted revenue at month end, calculate accruals, create detailed revenue listing and reconcile billings to revenue accounts.
* Provide explanations detailing revenue rate variances by client between periods.
* Research and provide supporting information for new and existing clients.
* Partners with revenue account specialist (RAS) and other internal contacts to determine special billing needs or changes to invoicing and approval on invoices.
* Creates and reviews Daily Business Report to monitor efficiency.
* Check the validity of invoices against work progress level.
* Assists Team Leader with continuous improvement and streamlining processes.
* Handle account receivable includes processing of payment transaction to reconcile monthly invoices to the member level and research on how to clean up aging balances.
* Examine accounting records to assure accuracy entries, totals and balances and the verification of obligations and supporting documents.
* Audit discrepancies and database management.
* Ensure appropriate accounting codes are used in each invoice and account.
* Own monthly payment reconciliation for different types of account (CDR-client driven remittances, NPAB-not paid as billed and PAB-paid as billed).
* Communicate with onshore counterparts regularly to secure various approvals and related documents to accounting for final processing.
* Generate Bill Balance letter to be sent to external clients, explaining payment discrepancies and corresponding justifications.
* Coordinate implementation of corrective measures designed for quality and work flow improvements.
* Ensures timely and accurate recording of accounts receivable into the A/R & Billing System and Actively participate in developing individual and team goals to meet or exceed SLA (service level agreement) targets and other key performance indicators.
* **Technical Support – IT (OJT)** May 1, 2006 to June 12, 2006

*Clientlogic 22nd Flr. Wynsum Corporate Plaza,*

 *Ortigas, Philippines.*

* Assist in maintenance and troubleshooting of network problems encountered by various users.
* Provide technical support and systems administration of the network running windows environment and network inquiries.
* Provide network and desktop support to users including hardware, assign user and network passwords, software, application and email support.
* Responsible for the configuration of software and hardware and network connectivity for internal desktop systems, laptops and workstations.
* Work with other members of the IT team for quick resolve of issues related to network login, access to network resources and applications.
* **Store Clerk** April 2, 2003 to April 16, 2006

*RCP Cycle Parts Center Golden City Subd, Anabu II, Imus,*

 *Cavite, Philippines.*

* Receive purchase order deliveries and update records accordingly.
* Update price list, prepare sales invoice as necessary.
* Arrange stocks and monitor items that need to be ordered.
* Assist customers and perform other tasks as instructed.

***Educational Background***

* BS Computer Science from National College of Science and Technology (2003-2007)
* High School from Maranatha Christian Academy (1999-2002)
* Elementary from Maranatha Christian Academy (1991-1998)

***Personal Particulars***

Date of Birth : March 24, 1985

Civil Status : Single

Nationality : Filipino

Known Language : English & Filipino (Read & Write)

**Job Seeker First Name / CV No: 1714938**

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