**MARGARITA**

[**MARGARITA.334540@2freemail.com**](mailto:MARGARITA.334540@2freemail.com)

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**CAREER PROFILE**

* Bachelor of Science in Nursing (BSN)
* With Practical Training and Experience in Telecommunication Companies and Documentation
* Knowledgeable in Windows Software and Applications

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**PROFESSIONAL EXPERIENCES**

**CREDIT ANALYST**

**Globe Telecom Inc.** – Manila, Philippines

May 2016 to December 2016

* Collect customer payments in accordance with payment due dates.
* Provide timely follow-up on payment arrangement.
* Mail correspondence to customers to encourage payment of delinquent accounts.
* Mail documents to accounts and follow-up.

**BILLING SPECIALIST**

**Asticom Technology Inc.** – Manila, Philippines

April 2016 to May 2016

* Identify issues attributing to account delinquency and discuss them with management.
* Review and monitor assigned accounts and all applicable reports.

**COLLECTION SPECIALIST**

**Admerex Solutions Inc**. – Manila, Philippines

May 2013 to January 2016

* Reviewing active accounts for collection efforts.
* Making outbound collection calls in a professional manner while keeping and improving customer relations.
* Resolves client-billing problems and rescues accounts receivable delinquency, applying good customer service in a timely manner.

**AWARDS AND ACHIEVEMENTS**

* Top 4 Performer for August 2013, Globe ESC Save Team, October 10, 2013
* Top Collector for December 2013, Globe Corporate Wireline Team, December 2013
* Top Collector for March 2015, Globe Corporate-Wireline Team, March 2015
* Best in QA for November 2013
* Best in QA for February 2014
* Best in QA for June 2014
* Best in QA for February 2015

**FIELD RESEARCHER**

**FlorBacar Consumer Research Services** – Manila, Philippines

September 2012 – December 2012

* Collecting of information of particular subject.

**CASHIER**

**Merriam-Webster Bookstore** – Manila, Philippines

January 2012 – June 2012

* Collects and records payment.

**PHARMACY ASSISTANT cum CASHIER**

**The Generics Pharmacy** – Manila, Philippines

January 2011 – July 2011

* Dispensing medical drugs with prescription of medical doctors.
* Responsible for money received and expended.

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**PROFESSIONAL TRAININGS**

* Collections Training Course, Admerex Solutions Inc., July 15, 2013
* Globe Corporate Training, Admerex Solutions Inc., December 2013
* Time Management Workshop, Globe Telecom Plaza Pioneer, October 27, 2014

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**SKILLS**

* Effective time management
* Analytical mindset
* Great plain knowledge
* Proficiency in Microsoft Office including Excel and Word
* Complex problem solving
* Customer service
* Documentation skills

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**EDUCATION**

**Bachelor of Science in Nursing – Diploma**

Far Eastern University – Philippines

**PERSONAL INFORMATION**

Date of Birth: June 23, 1989

Nationality: Filipino