

# Experience

**Diana**

**Diana.339242@2freemail.com**

**Secretary/Accounts Assistant (5 years) Jison, Hinolan & Co. CPAs**

Feb 2012 - Jan 2017

(5 years)

## Secretary/Accounts Executive

Jison, Hinolan & Co. CPAs | Western Visayas, Philippines

Industry Accounting / Audit / Tax Services

* Answering phone calls
* Meeting with the clients
* Organizing and maintaining paper and electronic files
* Data Encoding
* Compile data and prepare a variety of reports
* Reconciles records with internal company employees and management
* Handling mail and basic bookkeeping
* Writing communication letters and emails
* Update and maintain accounting journals, ledgers

Feb 2011 - Dec 2011

(10 months)

## Customer Service Representative (CSR)

Panasiatic Solutions Call Center Inc | Western Visayas, Philippines

Industry Call Center / IT-Enabled Services / BPO

* Interacts with customers to provide and process information in response to inquiries, concerns and requests
* Responds promptly to customer inquiries
* Obtains and evaluates all relevant information to handle product and service inquiries
* Handles and resolves customer complaints in a timely manner
* Keeps records of customer interactions and transactions, details of inquiries, comments and complaints and details of actions taken

Feb 2007 - Oct 2010

(3 years 9 months)

## Accounting Clerk

DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS | Western Visayas,

Philippines

Industry Construction / Building / Engineering

* Update and maintain accounting journals, ledgers
* Data Encoding
* Writing communication letters and emails
* Filing, typing, copying and scanning

# Education

## 2003-2007 ABE International College of Business and Accountancy

Bachelor's/College Degree in Commerce | Philippines

Major Accounting

# About Me

Gender Female

Age 30 years

Nationality Filipino