**SUMMARY OF QUALIFICATION**

A graduate of **Bachelor Degree in Business Administration major in Management Accounting** with Administrative, Finance, Customer Service and Inventory Management experience in Food and Beverage Industry; practiced Accounts in the BPO and Construction field, Invoice Disbursement and Office Management. Possess strong interpersonal skills, with the ability to communicate and express thoughts well fluently in English, as well as coordinate effectively with people of all level. Very familiar with computer operations with high proficiency in Microsoft Office applications (MS Word, Excel, SharePoint, PowerPoint and Outlook of any version) and has in-depth experience in Accounting Software such as SAP, SAGE, Microsoft Dynamic NAV (Navision), Citrix, Hospital Information System (HIS) and Centrix with ability to analyze General Accepted Accounting Principles.

**PROFESSIONAL WORK EXPERIENCE**

Mar 2017 – Mar 2020

**CUSTOMER SERVICE EXECUTIVE**

Provide effective customer service standards for all external and internal clients by utilizing excellent, in-depth knowledge of company product portfolio and programs; respond efficiently to any inquiries, processing transactions in Microsoft Dynamic NAV and maintain high customer satisfaction.

* Manage average of 300 incoming client email orders/queries daily; booking orders in MS Dynamics NAV with speed and accuracy
* Pleasantly answer inbound phone calls in a professional manner and assess customers’ needs to achieve satisfaction
* Proficiently and professionally respond to client and sales executive questions pertaining to orders, product availability, back orders, price, products and services, as well as procedures and policies
* Log, process and dispatch customer sales orders in MS Dynamic NAV as per LPO received thru mail, phone call or Whatsapp
* Prepare proforma invoices to ensure payment for cash orders; manage accounts receivables and follow up aging balances
* Efficiently track sales order requests, record order details, in-route call notes and follow –ups utilizing Microsoft Dynamic NAV
* Process customer and sales executive request for order entry, returns, credit issuance, tracking delivery and invoices in a timely manner
* Generating reports of daily delivery status, client purchase consumption in MS Dynamic NAV and stock balance to check the availability
* Preparing quotation, return voucher and/or credit note for approval and coordinate with Accounts team to adjust invoice price or SOA
* Handle customer complaints; provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution
* Initiate investigation of order entry errors, damaged products and return discrepancies and ensure corrections were processed accurately
* Keep records of customer interactions, process creation of customer credit application / cash accounts and file documents
* Promptly and methodically respond to customer inquiries to identify and resolve issues with initiative and good judgment
* Arranging product samples and trade deals to the existing and potential clients; prepare approved quotation with special prices
* Submit request to the proper department to prevent re-occurring issues and recommend improvements in process and procedure
* Perform variety of concurrent tasks, handled escalations, time critical issues, maintained time sensitive records and created reports

Mar 2016 – Feb 2017

**ADMIN CUM ACCOUNTS ASSISTANT**

Haydon Mechanical and Electrical Contractors, LLC

Dubai Investment Park Office – ELV and Facilities Management

Coordinate the teams in aiming the clients’ satisfaction; prepare administrative and accounting weekly reports for the assigned site project.

* Responding to calls and e-mails for any inquiries from the clients and site-in charge team
* Responding to calls and e-mails for any inquiries from the clients and site-in charge team
* Scheduling appointments for the home care clients and intercompany project sites
* Preparation of quotations and follow-up approval of the clients
* Generating reports for cash outstanding, collection, projected weekly numbers and discuss in daily communication cell
* Managing petty cash fund, cash collection report and prepare document transmittal to the Accounting Department
* Posting purchase requisitions (PR) in SAGE; preparing manual PR’s to be submitted to Procurement Department
* Booking of client’s appointment in Computer-Aided Facility Management (CAFM) System with the respective teams
* Calculating the attendance sheets of the project employees for payroll purposes
* Documentation of quotations, invoices, business expense claim and site access permit forms

Nov 2014 – Dec 2015

**ACCOUNTING ASSOCIATE**

Accenture, Inc.

Manila Delivery Center, Finance and Accounting (Project OASIS)

Primarily a clerical role with responsibilities in regards to accounting and administrative functions for the assigned project. Monitors and respond to vendor/client inquiries thru emails/phone calls. Process payments in SAP for invoices received via emails, scanned and advised by the Financial Department of the assigned project.

* Accurately and timely processing of payment invoices within the target Service Level Agreement (SLA) of the client and the company
* Processing material and/or service Purchase Orders (PO) non-PO and Global Clinical Trials Invoices as per requests created in SAP
* Monitor received invoices via email, inquiries and follow-ups from vendors/client; archiving scanned invoice copies to SAP
* Use Sharepoint to track payment details of uploaded invoice and documents; updating Sharepoint for inquiries and process PR forms
* Enter payment details to Sharepoint as per posted invoices and scanning of invoices and cheque request forms for documentation
* Perform weekly audit of payment entries in SAP as preventive action and do back up of daily received and processed transactions
* Record the manual adjustments of corrective actions on payment discrepancies; exporting report spreadsheet from SAP for checking
* Further investigate the reports of the processed payments to monitor availed discounts and due invoices to avoid penalties
* Participate in meetings via teleconference with the handled client account from Northern America and United Kingdom

July 2014 – Oct 2014

**PROPERTY CLERK**

De La Salle Health Sciences Institute

Finance and Controllership Department

Manage property and inventories added in the Hospital Information System (HIS). Update the Information System once the items have been received and logged with quality assurance.

* Monitor the Receiving Reports and Inventory Adjustments of the acquired properties
* Analyzation of Quotations and Material Requisition Form attached for adding items in the Information System
* Checking the quality and examine the specifications of the items received
* Updating physical counts of inventories in the Hospital Information System (HIS)
* Preparation of Inventory Reports as per Disbursement Vouchers and Sales Invoices
* Reconciliation of the actual count and physical count in Stock Card of HIS
* Managing inventories breakdown statement in line with the invoices declared by the Accounting Department
* Dealing with the suppliers regarding the receipt of equipment and the endorsing to departments.
* Documentation of Property Transfer Forms, Gate Pass, Disposal Forms

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| **PROFESSIONAL ACHIEVEMENT****Customer Service of the Month** **(November 2018 – February 2020)****Most Valuable Processor**Accenture, Inc. – Manila Delivery Center, July 2015**Demonstrating Stewardship Recognition**Accenture, Inc. – Manila Delivery Center, July 2015 | **ACADEMIC ACHIEVEMENT****Bachelor of Science in Business Administration major in Management Accounting**Lyceum of the Philippines University – Cavite CampusGovernor’s Drive General Trias, Cavite Philippines 2010 – 2014**College of Business Administration Ambassador 2013**Lyceum of the Philippines University – Cavite Campus, Dec 2013**LPU-Cavite Campus Resident Scholarship**Lyceum of the Philippines University – Cavite Campus, 2010 – 2012 |
| **PERSONAL INFORMATION**Date of Birth: 18 June 1994Nationality: FilipinoAge: 25Gender: MaleCivil Status: SingleReligion: ChristianLanguages: English, Filipino (Tagalog)Visa Status: Cancelled VisaNotice Period: can start immediately | **INTERNSHIP** Apr 2013 – July 2013: **Asian Vision Cable Holdings, Inc.***Accounting, Finance and Treasury Department*Assist in the Accounting activities of the company with administrative duties.\*Preparation of cheques, vouchers per requests for payroll and handling petty cash\*Issuance of official receipts and sales invoices per subsidiary and provincial branches\*Documentation and File Management; scanning, photocopy, fax and printing of files\*Reviewing statement of accounts for bank reconciliation\*Auditing and checking compliance data for record\*Reporting financial statements to the external financial auditor\*Accomplishing the documents for taxes and government requirements |

