



Jojo Reyes Viray

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EDUCATION

1. Bachelor of Science in Accountancy
Dagupan City Pangasinan, Philippines, 2005
2. Master's in business administration
Antipolo City, Philippines, 2016 (under graduate)

CERTIFICATION/Trainings Attended

1. Six Sigma Green Belt Certified
2. Recruiting, Hiring and Onboarding Employees
3. Xero Advisor Certified
4. Xero Payroll Certified

WORK HISTORY

Executive Virtual Assistant

Cybermonarch, February 2020 – January 2023

Prepares listing docs via dotloop

updates property status via MLS

sends Seller's Disclosures using Seller Shield

sends Monthly Newsletter via Constant Contact and Keeping Current Matters

set up property showings in Showing Time

Social Media Management using Canva
CRM management via KW Command

English Teacher

GES English, October 2016 – January 2020

Plan and deliver engaging and effective English language lessons.
Assess student progress and provide regular feedback.
Prepare and administer quizzes and exams.
Participate in extracurricular activities and events
Provide additional support such as one-on-one tutoring or after-school study sessions.

Team Leader

Citibank NA, April 2013 – August 2016

Managing and supervising a team of call center agents, ensuring they are meeting performance targets and providing support as needed.
Developing and implementing collection strategies and processes.
Monitoring and analyzing performance data, including call volume, conversion rates, and customer satisfaction.
Leading team meetings and trainings sessions.
Communicating with senior management and other stakeholders to provide regular updates on campaign progress and results.

Telephone Banker

Washington Mutual Bank (under Sykes Asia), March 2010 – March 2013

Answering customer inquiries regarding account balances, transactions, and account services
Assisting customers with account maintenance such as updating contact information or resetting passwords
Resolving customer complaints and issues related to their accounts
Cross-selling bank products and services such as loans, credit cards, and savings accounts
Processing customer requests for account changes or transactions, such as wire transfers or check orders

Accounting Specialist

Daroya Accounting Firm, June 2005 – December 2009

Recording sales, purchases, payments, and receipts.

Maintaining accounts payable and receivable, bank statements, and general ledgers. Reconciling bank statements and identifying any discrepancies.

Preparing balance sheets, income statements, and cash flow statements

Managing payroll

Managing invoices, payments, and receipts, and reconciling vendor statements.

Tools/Skills/Apps:

Xero

Email Management

Email Support

Project Management

Social Media Management (Facebook and Instagram)

Canva

Data entry

Gsuite

Office Suite

Human Resource Management

Slack

Asana

MLS

KW Command

Showing Time

Dotloop

Seller Shield

Constant Contact

Keeping Current Matters

Vulcan

