

# **CUSTODIO, GERLIE S.**



## **Contact**

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## **Personal Details**

Nationality : Philippines  
Gender : Female  
Marital Status: Married  
Date of Birth: February 22, 1979

## **Educational Background**

1996-2000: Bachelor of Science in Business Administration  
Major : Accounting (Graduated)  
School: Catanduanes College  
Address: Salvacion, Virac, Catanduanes

## **Certification**

- Toastmaster of the Philippines Member (2007)
- English Proficiency in Office Personnel (2015)
- English Fluency (2016)
- Collection Debt Training (2012-2019)
- Nestle Business Services Goal Alignment SPOC (2012-2017)
- GSTD projects- 2009-2019
- Value Creation- 2019

## **CAREER OBJECTIVE**

To practice my profession and my skills. To be engaged in any establishment with utmost professionalism and dedication guided with quality and high standard where my skills and abilities can be maximized and developed in the field of my specialization.

## **EXPERIENCE**

**Company Name:** Nestle Business Services, AOA  
**Position:** Accounts Receivable Associate  
**Address:** Supima E- Circle, Malhacan Meycauayan, Bulacan  
**Telephone:** 02-4792600  
**Duration:** January 7, 2008- Sept. 8, 2022  
**System :** SAP

## **WORK DESCRIPTIONS:**

**Accounts Receivable – (Order to Cash)**

## **MARKETS;**

**2008-2014- Philippine Market - (PH Time 8 am to 5 am)/ Office based**  
**2014-2018- Singapore/Australia - (PH Time 8 am to 5 am/AU time 6 am to 3 pm)/Office based**  
**2018-2022- Canada (North America) - (US Time 8 pm to 5 am EST)**  
**2018-2022-US16 (North America) - (US Time 8 pm to 5 am EST)**  
**(2019-2021- US and Canada- Work from home set up due to pandemic)**

## **CASH APPLICATION:**

- Ensure that remittance advise/payment details are complete
- Timely allocation of payments into specific accounts in 1 business day based in SLA
- Create dispute cases for all short payments
- Prepare the allocation in the format required
- Perform payment matching in SAP
- Credit Card Processing
- Follow up accounts through email/call for the payments with no details

## **DISPUTE MANAGEMENT**

- Timely identification of the customers claims and deductions (addback /discounts/price discrepancy)
- Assign to the responsible person dispute cases (sales/customer service)
- Timely resolution of the dispute cases through follows up of credit notes
- Ensure that deductions are within TAT
- Purging of disputes as per advice of market
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## **COLLECTIONS**

- Identify before accounts are delinquent that requires to be called based on their terms of credit and call promptly.
- Follow up frequently for payment commitments.
- Provide detailed information in the line of credit granted.
- Coordinate all requests for documentations.
- Make an average of 50 calls per day.
- Reconcile with key accounts on a regular basis through telco, telepresence and face to face recon if needed.
- Inform sales and operations of significant changes in account status in a timely and professional manner.

- Compute and submit information about problem accounts to the AR Manager
- Prepare and compute risk category and credit limit
- Prepare for a weekly review of accounts with the AR manager
- Prepare collection letter/demand letter to accounts with long overdue invoices
- Manage bad debts based on AR credit policy

## **CREDIT MANAGEMENT**

- Analysis of held order
- Recommendation to hold/release orders assigned credit limit, risk category & past due
- Ensure that market standard procedures are being followed
- Ensure that market SLAs are met

## **MASTER DATA MANAGEMENT**

- Creation of Customer
- SAP Updates (additions, modifications, deletions, archiving)
- Execute requests within Order to Cash process
- Ensure that SLA are met
- Ensure that necessary documents and approvals are in place

## **REPORTING**

- Send at a minimum on weekly basis statements of accounts.
- Prepare DSO reports
- Prepare aged trial balance
- Prepare provisions for doubtful accounts
- Prepare monthly overdue reports
- Reconciliation of GL and SL
- NRT Report

## **OTHERS**

- Maintain good customer relations.
- Perform other tasks as assigned.
- Work as a team with sales, customer, operations and other department members to increase sales and accelerate cash inflows and reduce credit risk.
- Analysis of overdue invoices and presentation of results of performance to market by using graph, pareto, fishbone and five why analysis and provide recommendations to issues/concerns raised
- Use SAP accounting system

**Company Name: Dole Philippines Inc.**  
**Position: Senior Accounting Specialist**  
**Duration: August 2003-2007**  
**System: JDE**

- Handle Accounts Receivable
- Responsible for voucher and check preparation.
- Monitor Bookkeeping
- Filling of Documents
- Monitor all transactions involving Cash Inflows And Cash Outflows
- Secure all necessary documents in connections to bookkeeping.
- Perform Bank Reconciliation
- Month End Physical Inventory Count and Reconciliation
- Answers/receives, entertains inquiries from phone calls, fax and e-mails
- Sales Analysis
- Performs other functions as may be required
- Responsible for Invoice Preparation.
- Responsible for Cost of Production Report.
- Responsible for Managing Accounts Payable
- Preparation of Financial Statement

**Company Name: Fernandez Santos & Lopez, CPA's**  
**Position: Junior Accountant**  
**Duration: June 2001-2003**  
**System : Excel**

- Bookkeeping
- Prepare the Financial Statements F/S
- Prepare the Income Tax Return (ITR)
- Prepare Bank Reconciliation
- Prepare Payroll
- Prepare the Monthly Percentage Tax Return
- Prepare the Quarterly Income Tax Return
- Making proposed adjusting entries

### **SKILLS AND CAPABILITIES**

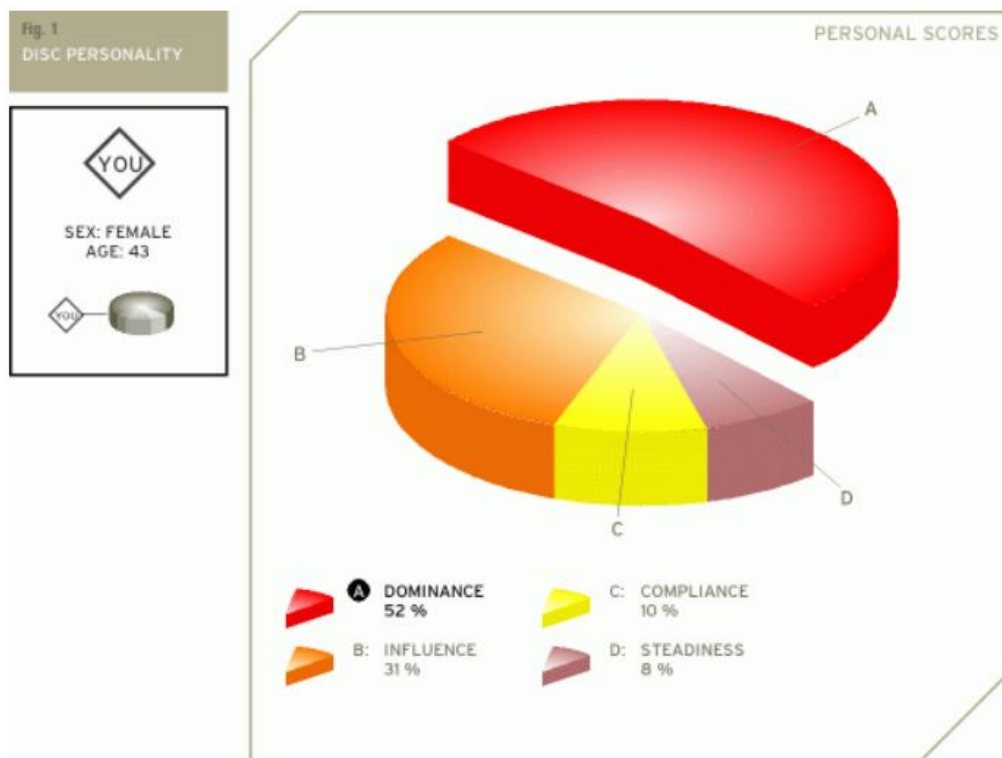
- Skills in Bookkeeping, and General Accounting Services, as well as in Marketing,
- Background on IT Company.
- Knowledgeable in IT System.
- Detailed and oriented.
- Ability to communicate effectively, both orally and in writing.
- Ability to work in a minimal supervision.
- Ability to analyze and solve problems.
- Skills in organizing, prioritizing, and a scheduling personal workflow.

## COMPUTER PROFICIENCY

- Good in MS Excel, MS Power Point, Internet Explorer etc.
- Superior spreadsheet skills and good knowledge of Microsoft excel.
- Excellent in database, MS Access.
- Preparation of reports with graph/pareto

## SEMINARS ATTENDED

- General Tax Updates: Withholding Tax CPE 3 Units
- Seminar on Taxation: Tax and Audit Investigation
- Submission of Audited Financial Statements to BIR
- Tax Remedies CPE 3 Units
- Current revision in Accounting Standards



## Your DISC personality type

Your unique sequence of scores characterizes you in a specific way. The positive impact you are likely to make on people is:

*You have a strong inner motivation to influence people and circumstances. You thrive in competitive situations and challenging assignments. The stresses and pressures of everyday work and life are unlikely to reduce your effectiveness and enthusiasm.*

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