



MARY JOYCE GUILLERMO

ADMIN/ BOOKKEEPER

CONTACT



+63 985 909 9046



maryjoyceguillermo@gmail.com



<https://idm.in/e3dniSH>



Taytay Rizal, Philippines

SKILLS

- Detail- Oriented
- Customer Service Skills
- Organizational Skills
- Problem- Solving
- Bookkeeping
- Xero Advisor
- Xero Payroll Advisor
- Accounts Receivables
- Accounts Payable
- Technology Skills
- Working independently in a remote work environment

CERTIFICATION

- Xero Advisor Certified
- Xero Payroll Certified
- Solution- based Telesales and Customer Service Training

PROFESSIONAL PROFILE

Over the past years, I have built a diverse career in customer service, live chat support, and freelance account assistant. With my strong background in administrative support, exceptional organizational skills, and proficiency in XERO Accounting software and Microsoft Office, I am confident in my ability to contribute effectively to your team.

WORK EXPERIENCE

Freelance Account Assistant (February 2023 - May 2024)

- Provide administrative support and handling phone calls.
- Communicate with vendors and suppliers about billing and payment matters.
- Record daily financial transactions in the accounting system.
- Handle accounts receivable and accounts payable, ensuring timely payments and collections.
- Bank Reconciliation
- Prepare and send invoices to clients
- Process payroll accurately and on time.

Freelance Live Chat Support (October 2022 - January 2023)

- Respond to customer inquiries, troubleshooting and resolving issues via live chat.
- Document customer interactions and update records in the CRM system.
- Assist customers with placing orders online, information on order status, shipping, and delivery.
- Recommend products or services based on customer needs and preferences.

Customer Service Representative (July 2019 - December 2021)

- Handle incoming calls and inquiries, delivering exceptional customer service and promptly resolving issues.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents

EDUCATION

University of Rizal System Taytay Campus

Bachelor of Science in Information Technology
June 2015 - April 2019