

Claire Ivy Castre



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Pardo Cebu City

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Skills

Amadeus Literate
Travel Expert
General VA
Admin Support
Payable/Receivable
Customer service

An enthusiastic professional with 7 years of experience in various tasks. A tech savvy and problem solver that you can rely on. Aiming to apply relevant skills to contribute success.

Work History

June 2022 - **Account Specialist**

January 2025 BPO Seats (Detector Inspector)

- Prepare, post, verify, and record customer payments and transaction in a timely manner
- Handle accounts payable/receivable
- Investigate discrepancies in payments to determine the accuracy of charges.
- Create journal entries
- Does debit/credit memos
- Manage tickets through Zendesk

April 2021 - **Admin Assistant**

May 2022 Outsource SG (Kenneth & Co.)

- Assist post inquiries of students about their courses.
- Correctly log in and update student information in the CRM file.
- Manage the company's social media account.
- Check missing documents needed for the application of every student.
- Does basic bookkeeping
- Provide daily end-of-shift reports to the upper management.

Certificate

MYOB

XERO

Medical Virtual Assistant

HIPAA

Languages

English

Tagalog

Cebuano

Hobbies

Playing

Badminton

Reading novel

Education

Bachelor of Science in

Tourism Management

Character Reference

Jose Jay Malijan

Detector Inspector

Accounts Specialist

0960-6550-0109

Cherry Nalam

Dover

Accounts

Specialist

0931-126-1097

Liza Illaga

ProVA Virtual

Assistant /

Coach

09325024864

January 2018 - **Customer Service Support**
March 2021 Teleprformance (Expedia)

- Receive inbound calls and assisted customers' concerns and complaints regarding their travel.
- Service customers by selling products such as hotel, flight, car rental, activities, and packages.
- Service customers by upselling and cross-selling travel related products.
- Service customers by changing or canceling travel related activities using Amadeus

June 2017 - **Customer Service Support**
December 2017 Convergys (Sprint)

- Receive inbound calls and assist customers concerns and complaints regarding with their bill, phone, and network coverage.
- Provide Tier 1 IT support to non-technical internal users through desk side support services.
- Service customers by upselling and cross-selling phone related products.

