

Ma. Teresa S. Villasper

+63-916-360-1156
teresa_villasper@yahoo.com
Philippines

OBJECTIVE

To be a part of fast growing company which offers continues opportunity for an excellent career development.

PROFESSIONAL EXPERIENCES

ACCENTURE

February 2023-Present

Debt Collection Analyst-AU Client

Collecting payments from customers. Doing proactive and reactive emails and escalations emails to Account Manager Responding to all different queries internal and external communications such as suspended accounts, reactivation req., account closure req., refund req., assisting payments, request for copy of invoices/statement/outstanding balances, request for invoice extension/plans, early retake of invoices, changing of payment terms, payment/cross allocation request, Direct Debit account updating/bank details update, etc. Doing weekly and monthly report regarding status of different accounts. Doing any other related task assigned by immediate supervisor/client.

LOCAL GOVERNMENT UNIT

July 2019-January 2023

Clerk

Doing Fuel and Oil Vouchers. Making reports, abstract and obligation request of fuel and oil consumption weekly. Strict monitoring of all fuel expenses and immediate sending of report to all concerned departments. Monitoring of fuel and oil budgets and checking if all the expenses was already paid.

LBC EXPRESS, INC.

January 2010- January 2015

Information and Data Analyst

Perform data analysis using various system reports through intelligent assessment against branch submitted reports. Communicates promptly to respective concerned branches, agents, partners or merchants to the shortage, overage or any discrepancies that needs to resolve immediately. Ensures that all server remittance data and branch reports are synchronize. Initiates adjustments of funds on any deposit that was incorrectly done by the team.

METROPOLITAN BANK AND TRUST COMPANY.

June 2009-December 2009

Office Clerk

Checking of all the documents sending by different branches. Fill up all the incomplete details in the documents sent by the branches. Filing of the branch reports according to their branch numbers. Doing other task assigned by immediate superior.

EDUCATIONAL BACKGROUND

Bachelor in Office Administration

Polytechnic University of the Philippines

April 21, 2009

SKILLS

Computer Literate (able to use
Microsoft Word/Excel/Power point and
Outlook, Salesforce, SF Mic, Amazon
connect, Vonage, Viewpoint,
ORACLE-JDE, VECAS/SIRAS)
Time Management
Effective Communication
Quick Learner
Team Player

SEMINARS AND TRAININGS

Social Media Management Course
General Virtual Assistant Course
Virtual Executive Assistant Course
Basic Word Press Course
(VirtualWorkPH Training and Seminars)

How to identify and escalate signs of money laundering
International Trade and Control
Spin for Security
(Accenture Virtual Training and Seminars)

MICROSOFT EXCEL 2007 LEVEL 2 THE ANTI-MONEY
LAUNDERING ACT OF 2001
(LBC Express, Incorporated)