



ANGELICA AVENDAÑO

PROFESSIONAL SUMMARY

To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

SKILLS

- Customer Service
- Problem-Solving
- Teamwork and Collaboration
- Computer Proficiency
- Money handling abilities
- Complaint Handling
- Microsoft Excel
- Payment Processing
- Complaint resolution
- Client Relations

WORK HISTORY

February 2017 - January 2019

IRemit Global Inc Service - Accounts Representative, Kaohsiung City Taiwan

- Increased client satisfaction by promptly addressing inquiries and resolving issues related to billing and account management.
- Streamlined the accounts receivable process for more efficient invoice generation and payment tracking.
- Collaborated with sales teams to ensure accurate invoicing, resulting in improved cash flow for the company.
- Reduced delinquent accounts with proactive communication and diligent follow-up on outstanding invoices.
- Analyzed financial statements to identify trends and discrepancies, enabling timely corrective actions.
- Participated in quarterly audits, ensuring accurate financial reporting and compliance with industry regulations.
- Enhanced customer satisfaction by providing timely and efficient assistance in various service tasks.
- Assisted customers with inquiries, resolving issues promptly for improved customer retention.

January 2008 - March 2017

Self Employed - Owner (Small Business), Manila Philippines

- Managed day-to-day business operations.
- Developed and maintained strong relationships with clients, resulting in repeat business and referrals.



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EDUCATION

Bachelor of Science, Business Administration Major in Financial Mgmt.

La Consolacion College Caloocan,
March 2017

- Dean's List 2015-2017
- Recipient of Outstanding Officer Award for Young Entrepreneurship Society 2016-2017
- Recipient of Most Active Officer Award for Young Entrepreneurship Society 2015-2016

Associate of Science, Hotel And Restaurant Management
Montessori Professional College, Caloocan City
2008

- Increased customer satisfaction by implementing efficient business processes and providing exceptional service.
- Managed financial aspects of the business, including budgeting, financial reporting, and tax preparation.
- Consulted with customers to assess needs and propose optimal solutions.
- Implemented marketing strategies to increase brand awareness and attract new customers.

April 2016 - June 2016

Malayan Insurance Company, Incorporated - On the Job Trainee at Fire Underwriting Department, Manila, Philippines

- Learned new materials, processes, and programs quickly.
- Participated in on-the-job training, working closely with supervisors and coworkers and asking appropriate questions.
- Attended training courses to build understanding of processes, techniques, and industry.
- Supported departmental tasks to increase understanding of industry processes.

May 2015 - May 2015

2go Travel Group Inc - On the Job Trainee- M/V St. Michael the Archangel, Manila Philippines

- Learned new materials, processes, and programs quickly.
- Participated in on-the-job training, working closely with supervisors and coworkers and asking appropriate questions.
- Supported organizational objectives with help from existing employees.
- Enhanced trainee experience by developing comprehensive orientation programs and hands-on training sessions.
- Interacted with customers under supervision to support operational objectives.
- Promoted positive collaboration among trainees, encouraging teamwork and problem-solving skills.

LICENSURE

- PRC Civil Service Professional Level - August 4, 2019- Passed