JONA DEL COZAR - SERAFICA

Prk. 5 Dalao Dinalupihan, Bataan, Philippines 2110
Phone Number: +63915-912-3477
Email Address: jona.a.del.cozar@gmail.com

OBJECTIVE

To be an asset in a growth-oriented institution where my experiences and skills will significantly contribute to the overall success of the organization and provide opportunities for my career growth

PROFILE SUMMARY

I am presently working with Nestlé Business Services – Manila as an Order to Cash Analyst. I manage customer claims and deductions for Philippine Market and perform tax collection activities. I am also a part of an Interoperability project in which support is extended to other shared services of Nestlé around the globe. Moreover, I was able to deal with cash application procedures for other Asian markets.

Prior to that, I worked with Accenture Finance and Accounting BPO Services. I managed customer payments & collections and handled different tasks such as trade receivable reconciliation, creation of debit/credit note, quality assurance of applied cash, and validation of freight invoices. Also, I performed Data Entry Analyst tasks for a Canadian utility client under Accenture BPO Services for Utilities.

The system that we have been using is SAP (System Applications Products).

IMPORTANT SKILLS

Effective time management
Written and verbal communications
Knowledge in Microsoft Office Applications
Knowledge in SAP, and
Consumer Goods & Services Industry
Problem-Solving & Escalation Management
Metrics and Reporting
Customer Queries
Detail Orientation
Forecasting
Teamwork
Data Entry
Data Quality
Payment Application

PROFESSIONAL EXPERIENCE

Company Name: **NESTLÉ BUSINESS SERVICES, AOA INC.**
Order to Cash Analyst
February 2017 – Present
E-Supima Circle Malhacan Road, Meycauayan City, Bulacan 3020 Philippines

Claims & Deductions Management

- Research and resolve customer deductions; coordinate with business partners to resolve contested items, recommend appropriate action for item handling either credit issuance or contact Customer to collect unauthorized deductions;
- Perform offsetting of Credit and Debit Memo;
- Prepare and send weekly and monthly outstanding dispute and credit report;
- Verify data entry of pricing, promotional, return and or other credit memo documents;
- Maintain, compile and report information regarding pending payment/deductions;
- Respond to customer inquiries on a timely basis.

Tax Collection

- Gather money owed to the Philippine government by businesses late in filing tax returns;
- Communicate with customers toward a solution of their problem;

- Perform reconciliation and documentation of Certificate of Creditable Tax Withheld at Source;
- Perform reclass analysis and make necessary adjusting entries per General Ledger balance;
- Ensure clearing of GL and setting up of Certificates of Withholding Tax are matched with the Income Tax Return filed;
- Prepare status report of Certificates of Withholding Tax for weekly presentation.

Company Name: **ACCENTURE, INC.**
May 2013 – January 2017
Gateway 2 Araneta Center Cubao, Quezon City 1109 Philippines

Order to Cash Analyst – Collections & Cash Application

- Ensure clearing of various cash application accounts on day;
- Escalate production issues to team lead as appropriate;
- Assist on managing and balance workload for Order to Cash team on day to day basis;
- Conduct follow- up and meetings to resolve issue on unpaid/uncollected receivables;
- Review of weekly and monthly bank reconciliations;
- Prepare Balance sheet commentaries in relation to movements in Cash accounts;
- Prepare Balance sheet reconciliation for all Cash accounts;
- Review Service revenue invoices and Credit notes;
- Review Account Receivable reports, Aging reports and Monthly list of Invoices and Credit Notes.

Data Entry Analyst

- Perform data entry and research in various systems and tracking tools;
- Apply knowledge of processes and related systems to assist in identifying, assessing and resolving issues/problems;
- Assess and resolve non-standard and standard issues or problems and seek advice and escalate issues when faced with tasks/problems outside the scope of the work.

SEMINARS AND TRAININGS ATTENDED

- BSS Voluntary Internship Program FY14: 4D Reporting Shared Services
- Accounting 101 (for non-accountants)
- Analytics Basics
- Writing with Precision
- Information Security
- Operational Excellence Basics 2.0
- Cultural Connection 360
- Operational Maturity Awareness
- Business Continuity Management
- Speak Up
- Preventing Money Laundering & Terrorist Financing
- Automation Essentials
- Data Privacy and Protection
- Code of Business Conduct

PERSONAL BACKGROUND

Birth date:	March 28, 1993
Age:	29
Birth Place:	Bataan, Philippines 2110
Civil Status:	Married
Nationality:	Filipino

EDUCATIONAL BACKGROUND

Undergraduate: **Bataan Peninsula State University**
Bachelor of Secondary Education major in English, Cum Laude
San Ramon Dinalupihan, Bataan 2110
A.Y. 2009-2013

Vocational: **English Discoveries Online Course**
Intermediate 3, English Proficiency Program
BPSU in cooperation with EduPower Publishing Corporation
December 2011-January 2012

CHARACTER REFERENCES

RAFAEL G. LABRADOR
Financial Account Advisory Associate Manager – Accenture, Inc.
+63977-802-8860

ALBERT ABRINGE
Order to Cash Supervisor - Nestlé Business Services – Manila
+63917-722-9861

I hereby certify that the above information is true and correct to the best of my knowledge and understanding and is hereby submitted for my application.

JONA A. DEL COZAR

Applicant