



CHRISTIAN MAE DIVINA

Aspiring Virtual Assistant

CONTACT ME

+639171840147

cmaedivina07@gmail.com

Pandan, Caoayan, Ilocos Sur,
Philippines

EDUCATION

University of Northern Philippines
Bachelor of Management Accounting
2010-2015

Ilocos Sur National High School
2006-2010

Divine Word College of Vigan
2000-2006

SKILLS

- Ability to multi-task
- Proficient in MS offices, SAP, Quickbooks
- Management Skills
- Organized and detail oriented
- Negotiation
- Critical Thinking
- Communication Skills
- Process Flows

ABOUT ME

Very passionate and results-oriented professional with a strong background in Management and Accounting. Dedicated to achieving excellence through hard work and continuous learning. Possesses excellent communication and interpersonal skills, allowing for effective collaboration with diverse teams.

Committed to making a positive impact. Eager to contribute my skills and expertise to a dynamic organization

WORK EXPERIENCE

Accenture Inc

2019-2023

Finance Analyst

- Ensure compliance with relevant laws, regulations, and company policies.
- Evaluate operational procedures to verify adherence to industry standards and legal requirements.
- Identify potential areas of non-compliance and recommend corrective actions.
- Communicate audit findings and recommendations clearly and effectively to stakeholders, including senior management and department heads.
- Collaborate with internal teams to implement audit recommendations and monitor progress.

Order Manager - UK client

2017-2019

- Assist customers with placing orders, tracking shipments, processing returns, and managing billing inquiries.
- Coordinate with relevant departments to ensure accurate and timely order fulfillment.
- Investigate and resolve customer complaints, issues, or discrepancies in a timely and effective manner.

Telus International

2016-2017

- Handle incoming customer inquiries via phone, email, chat, or social media with professionalism and courtesy.

Security Bank

2015-2016

Teller

- Maintain proper cash drawer limits and ensure the security of cash and negotiable instruments.
- Balance cash drawer at the end of each shift and report any discrepancies.
- Provide information about bank products and services.
- Handle customer inquiries and resolve issues or discrepancies in a professional manner.