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# JANNETTE B. MANABAT

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Unit 20 Connie's Ville, J. Reyes P. Rosales St. Sta. Ana, Pateros, Philippines 1621

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## Professional Summary

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Results-driven accounting professional with a solid background in accounts payable and general accounting functions, seeking a challenging role to apply my expertise in accurate financial reporting, reconciliation, and process optimization within a dynamic and collaborative work environment.

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## Skills

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- Accounts Payable Management
- Data Entry / Invoice processing
- Customer Service Oriented
- Proficient in Microsoft Office Applications (Word, Excel, PowerPoint, Outlook)
- Good communication skills
- Multi – Lingual ( English, Spanish, Basic Portuguese, Tagalog, Visayan )
- Proficient in SAP, Oracle systems
- Auditing
- SOP Documentation
- Account Reconciliations
- Multitasking
- Email Management
- Organized, dedicated, Hardworking and Team player
- Vendor Management

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## Experience

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**RTR Financial Accountant - Spanish**, 06/2022 to Current

**Goodyear Regional Business Services**

BGC, Taguig City, Philippines

- Responsible for providing timely, accurate, relevant & value-adding accounting & financial information to all relevant stakeholders, so as to ensure that informed business decisions can be made & the assets of the business are controlled effectively
- Ensuring financial processes & controls are in place throughout relevant business units and making sure that correct business practices are followed at all times
- Ensure accuracy of the general ledger - tasks include preparation of basic to intermediate manual journal entries, execution of closing tasks, and preparation and distribution of various periodic reports
- Perform banking transactions (e.g. manual bank statement upload, clearing of bank clearing accounts and month end bank reconciliation)

- Assist in the periodic audit both internal (SOX testing, IA audit) and external (PWC audit), and respond on a timely manner to any audit queries
- Update the standard operating procedure (SOP) regularly or as the need arises and ensure that the details in the SOP are updated and accurate
- Provide accounting support to local business partners and other non-finance departments (e.g. HR, Sales and Marketing, Procurement). Communicate continuously with various stakeholders in business and respond on a timely manner to management queries.

Key Achievement/s:

- Successful Process Migration Cycle 2 of GA LA (PERU) activities in 2022.

**Accounts Payable Analyst, 07/2015 to 06/2022**

**Goodyear Regional Business Services**

BGC, Taguig City, Philippines

- Reporting directly to GBS AP Team Lead, the position has the primary responsibility to providing an efficient and cost-effective Accounts Payable service to all divisions served by GBS, in order to ensure that the requirements of internal and external customers are met, and that the assets of the business are effectively controlled.
- Coordinating activities needed to ensure compliance with Standard Operating Procedures and agreed Policy and Terms.
- Deliver Shared Services Objectives based on the principles of superior customer service, continuous improvement and best-practice.
- Maintains excellent relationships with internal customers so as to ensure mutual goals are achieved and up-to-date knowledge of best practices within the Accounts Payable environment.
- Take ownership and resolve complex and technical issues related to Invoice Processing

Key Achievement/s:

- Spearheaded the LA's Invoice Audit project in 2019 that focuses on improving the accuracy and timeliness of Invoice Processing activities. ( a CI initiative )
- Successful Process Migration of AP LA (PERU) activities in 2015.

**Accountant II, 10/2014 to 07/2015**

**Ingram Micro Phils. Inc.**

Mckinley Hill, Taguig Philippines

- Partner with Sales and other internal departments in administering complex vendor special pricing programs and validating all vendor pass through special pricing programs.
- Work with Internal departments and Vendors to ensure compliance with the Vendor's Program Terms and Conditions
- Analyze the vendor's approval and accurately update our discount programs within strict and time sensitive SLA's.
- Process log requests or manual meetcomp request in an accurate and timely manner to meet required service level agreements
- Manage internally funded special pricing programs

**Subledger Specialist – Accounts Payable Spanish, 08/2013 to 10/2014**

**Teletech Customer Care Management Inc.**

Makati City, Philippines

- Keeping track of all requests for urgent invoice processing.
- Monitoring of company's utility and legal expenses
- Coordinating payment requests to payments team
- Responding to customers' concerns from ticketing tool and shared mailbox
- Reconciling suppliers record against company's record of payments.

**Spanish Customer Service Representative, 08/2010 to 08/2013**

**Intercontinental Hotels Group**

Makati City, Philippines

- Handles incoming calls from members of the IHG® Rewards Club Program regarding hotel reservations, inquiries, requests, updates, redemptions, complaints, and suggestions while displaying excellent customer service.
- Assists in enrollment of new members to the IHG Rewards Club Program and manage and maintain IHG Rewards Club Accounts by ensuring member satisfaction.
- Assists in Translations ( Spanish to English )
- Introduces new promotions and offers of the program.

## **EDUCATION**

**Bachelor of Science in Business Management**

March 2005

**Ateneo de Zamboanga University – Zamboanga City, Philippines**

## **SEMINARS/TRAININGS:**

- Lean Six Sigma “Yellow Belt” Training – Goodyear Regional Business Services Inc. ( 2021 )
- Portuguese Language training ( Level 2 ) - Berlitz ( sponsored by Ingram Micro Phils )
- Language Training for Spanish - Cyber City Teleservices Ltd.

## **CHARACTER REFERENCE/S:**

**Jansherina Felix**

Senior Team Lead – GA LA

09999442517

Goodyear Regional Business Services Inc.

**Ivon Marie Diaz**

General Accounting Manager - APAC

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Goodyear Regional Business Services Inc.