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Dulce Peredo

CAREER OBJECTIVE

Strongly focused with the ability to complete tasks accurately in a fast-paced environment with conflicting deadlines.

PROFESSIONAL EXPERIENCE

Administrative Coordinator

- Serves as administrative coordinator to a US client (Jewett Schwartz Martinez Dagen, CPA) Accounting Firm.
- Serves as Inventory Manager and timekeeper.
- Prepares invoices for the clients in Quickbooks.
- Clear WIPs in CCH Axxess.
- Funnel and autoflow documents into CCH.

DOXA PHILIPPINES, TAGUIG CITY METRO MANILA | June 2022 - present

Accounts Payable Officer

IBM- GOOGLE PHILIPPINES, TAGUIG CITY METRO MANILA | October 2021 – May 2022

- Responsible for the execution of expedited payments
 - Validates invoices against purchase order
- Resolve issues and exceptions to proceed with invoice posting.
- Communicate with vendors and clients throughout the payment process.
- Seek approval from the Global Process Manager prior to processing of expedited
 - Payments.
 - Serves as Queue Manager back-up

INGRAM MICRO, PHILIPPINES, TAGUIG CITY METRO MANILA | February 2021 –

October 4, 2021

Vendor Reconciliation Specialist

- Vendor Account Reconciliation
- Vendor Dispute Resolution
- Performs Pre-disbursement activities

SHELL SHARED SERVICES, ASIA B.V, MAKATI CITY METRO MANILA | March 2014 – April 2020

Senior Inventory Analyst

- Ensured timely recording of stocks which has a direct impact on P&L statements.
- Tracked metrics and performance indicators. Assisted external auditors with document collection for audits
- Performed inventory analysis to ensure 100% accountability of all items in stock. All variances were reported and documented to maintain the level of accountability.
- Analyzed root causes of inventory issues and provided resolutions.
- Generated and maintained daily reports of inventory from SAP.
- Facilitated weekly KPI call meeting with the business and other stakeholders to determine and discuss the blockers for the timely recording and reconciliation of stock movements.
- Completed large data cleansing task resulting in recovery of \$2M loss.
- Excelled in the inventory analyst core role and was chosen by the senior management to train newly hired analysts.
- Chosen by the senior manager to be part of a project for the seamless integration of the dissolved entity to the existing entity.
- Tracked metrics and performance indicators. Assisted internal auditors with document collection for audits
- Ensured invoices were processed in a timely manner.

TELETECH, LIPA CITY BATANGAS | July 2012 – February 2014

Customer Service Representative

- Resolved and de-escalated customer complaints by solving issues quickly achieving a high level of customer satisfaction.
- Managed customer calls effectively and efficiently in a complex fast- paced and challenging call center environment.
- Assisted customers in navigating the company's website and placing orders online and troubleshooting any technical issues.
- Managed daily customer service tasks like prepaid activation and after sales concerns.
- Communicated with customers regarding prepaid account requirements and addressed and resolved customer issues.
- Communicated effectively to appease angry customers by suggesting the best ways to resolve service and missing credit issues.
- Received cross-training for chat and technical position role to provide customer service back- up.

BANCO DE ORO- BATS. STO. TOMAS BRANCH, STO.TOMAS CITY BATANGAS | February 2008 – November 2011

Client Service Associate 4

- Processed standard teller transactions for customers including servicing client accounts, accepting loan payments, cashing checks, balancing cash drawers, correcting discrepancies.
- Balanced Automated Teller Machine often totaling to Php 5,000,000.
- Cross-trained to oversee the ATM custodian initiatives, vault custodian for the entire branch to ensure all policies and procedures were maintained.
- Oversaw ATM balances, refill as needed, and ensure the system is working properly.
- Provided one-on-one support and training to newly hired employees.
- Ensured the cash drawer was balanced and all supporting documents were in line with cash deposits and client transactions.
- Crossed-sell bank's products and services.

BANCO DE ORO- CONSUMERS LENDING GROUP, PASIG CITY, METRO MANILA |

June 2005 – February 2008

Accounting Assistant 4

- Verified and examined information and accuracy of loan application and closing documents.
- Calculated, reviewed, and corrected errors on interest, principal, payment and closing costs.
- Encoded and maintained customers' records in the bank's system.
- Provided one-on-one support and training to newly hired employees.

PRINCE MOTORS CORP., QUEZON CITY METRO MANILA | February 2005 – May 2005

Accounts Payable Clerk

- Examined, coded and input invoices timely and accurately.
- Processed, logged and posted weekly deposits in the GL.
- Communicated and followed up with internal departments as well as vendors.
- Reported to the accounting manager and controller.
- Recognized for catching up with the backlogs of previous clerks for checks preparation.

TRI-VISION VENTURES, INC., QUEZON CITY METRO MANILA | August 2004- February 2005

Costing/Sales Assistant

- Prepared payslip and disbursed salary.
- Prepared cost analysis sheet.
- Conducted monthly inventory and reconciliation.
- Computed franchise fee.
- Did a special project of product cost trending and comparison report.

EDUCATION

POLYTECHNIC UNIVERSITY OF THE PHILIPPINES, MANILA

Bachelor of Science in Accountancy, April 2004

- Class officer for four consecutive years
- Active member of Junior Philippine Institute of Accountants

ADDITIONAL SKILLS

- Inventory management
- Supply chain management
- Stakeholder engagement
- SAP experienced
- Marketing
- Verbal and written communication
- Continuous Improvement experienced
- HSSE advocate