



# ERIKA MAE A. BENITO

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## PROFESSIONAL SUMMARY

Erika is an Associate Technical Support Engineer in the field of ERP - Advanced Accounting in Oracle NetSuite, one of the largest tech companies in the world. She previously worked as a Junior Finance Analyst in an IT company. Considering her comprehensive experiences from working as Sales Associate and soon promoted as Assistant Manager in a small social enterprise for almost three years while studying, she has now become skilled at completing daily assignments and contributing to team success. She is experienced in working in challenging environments and excited about the opportunity to take next career steps.

## SKILLS

- Knowledgeable in MS Office Apps, Oracle PeopleSoft, Oracle NetSuite, and other enterprise specific finance tools
- Effective Communication
- Efficient
- Attention to details
- Capable to work with teams
- Data Analysis
- Flexible

## EXPERIENCE

### **Associate Technical Support Engineer - ERP Advanced Accounting Oracle NetSuite (Philippines) Inc. | Makati City, Philippines**

August 2023 - Current

- Provide technical support to Oracle global customers
- Deliver resolution through inbound and outbound phone calls and emails
- Perform highly complex fixing and analysis
- Actively work with Quality Assurance and Development teams to report design, reliability and maintenance problems or bugs
- Customers' first point of contact, responsible for delivering world-class customer support experience to improve their use of Enterprise Resource Planning (ERP) software.

### **Junior Finance and Admin Analyst CGI Philippines Inc. | Taguig City, Philippines**

October 2022 - August 2023

- Analyzes financial status by collecting, monitoring, and studying data; recommending actions.
- Produce Financial Status Report.
- Determines cost of operations by establishing standard costs; collecting operational data.
- Identifies financial status by comparing and analyzing actual results with plans and forecasts.
- Guides analysis process by establishing and enforcing policies and procedures; providing trends and forecasts; explaining processes and techniques; recommending actions.
- Improves financial status by analyzing results; monitoring variances; identifying trends; recommending actions to management.
- Reconciles transactions by comparing and correcting data.
- Maintains database by entering, verifying, and backing up data.
- Recommends actions by analyzing and interpreting data and making comparative analyses; studying proposed changes in methods and materials.
- Increases productivity by developing automated accounting applications; coordinating information requirements.
- Protects operations by keeping financial information confidential.
- Maintains technical knowledge by attending educational workshops; reviewing publications.
- Contributes to team effort by accomplishing related results as needed.

## Assistant Manager

January 2022 - September 2022

### Likhang Maragondon Native Products Trading | Cavite, Philippines

- Helped senior managers run smooth operations by independently handling day-to-day requirements.
- Improved customer relations, maintained brand loyalty, and recaptured lost revenue opportunities by smoothly handling escalated problems.
- Maintained operational performance by skillfully handling opening and closing tasks.
- Maintain suppliers and customer relationships.

## Sales Associate

January 2020 - January 2022

### Likhang Maragondon Native Products Trading | Cavite, Philippines

- Social Media Management.
- Helped customers navigate store, complete sales, and process returns.
- Resolved concerns using strong communication and conflict management skills combined with expert sales abilities.
- Created memorable customer experiences by offering personalized sales support.
- Assisted customers with sales and service needs.
- Managed multiple tasks simultaneously while meeting deadlines.
- Handled issues professionally to company standards.
- Demonstrated selling experience in fast-paced, service-oriented retail setting.
- Processed payments quickly to keep customer flow moving.
- Informed customers of promotions and special offers to increase sales.
- Delivered consistent service to develop customer base.

## Fast Food Crew Member

October 2017 - February 2018

### McDonald's Tanza | Cavite, Philippines

- Took orders and processed payments through touchscreen POS systems.
- Prepared and served cold and hot beverages.
- Took orders and resolved complaints using effective customer communication skills.
- Contributed to positive restaurant reputation by greeting and serving customers with professionalism.
- Cleaned and replenished supplies in dining areas to keep restaurant visually appealing.
- Managed orders from start to finish, verifying quality and quantity before bagging customer items.
- Reduced customer wait times through expert order processing.
- Persuaded customers to try food from special menu.

## EDUCATION

### Bachelor of Science (B.S.) - Accountancy

September 2022

Polytechnic University of the Philippines - Maragondon Branch, Maragondon, Cavite, Philippines

## AWARDS AND RECOGNITIONS

- Leadership Awardee | October 2022
- A.Y. 2018-2019 President's Lister
- A.Y. 2019-2020 Dean's Lister
- A.Y. 2020-2021 President's Lister

## ORGANIZATIONAL AFFILIATIONS

A.Y. 2021-2022

Junior Philippine Institute of Accountants

PUP Maragondon Branch

Position: Vice President for Business Affairs

A.Y. 2020 - 2021

Junior Philippine Institute of Accountants

PUP Maragondon Branch

Position: President

A.Y. 2019 - 2020

Central Student Council  
PUP Maragondon Branch  
Position: Assistant Treasurer

A.Y. 2018 – 2019  
PUP Federation of Junior Philippine Institute of  
Accountants  
Finance Committee

A.Y. 2018 – 2019  
Central Student Council  
PUP Maragondon Branch  
Position: Junior Council Officer

## LANGUAGE

Tagalog  
Proficient (C2)

English  
Upper Intermediate (B2)