

ANGELICA RODRIGUEZ

Silang, Cavite, Philippines

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Philippine Passport Holder

OBJECTIVE: I am a multi-skilled and dedicated Professional with a Bachelor's Degree in Business Administration, Major in Business Management. I have 3 years of total work experience in Business Process Outsourcing in the Philippines. Seeking for a job opportunity as an **Office Assistant**.

SKILLS SUMMARY:

Office Administration

High sense of loyalty and integrity

Data Transaction Management

Organizational Skills

Research Analysis & Interpretation

Ability to Multitask

Transaction Management

Critical and Methodical Thinking Skills

Rollback Recovery Tools & Techniques

Effective Communication Skills: Filipino and English

Deadline & Deliverables Management

Training / Mentoring Skills

Billing Process

Workplace Safety Practices

Leadership & Collaboration Skills

Process Implementation

Clerical Skills

Computer Literate

WORK EXPERIENCE:

Position Held : **Insurance Operations Associate**
Company : Accenture, Inc.
Industry : Business Process Outsourcing
Location : Philippines
Period : May 2024 – Present

- Assist and focuses on process of creating and issuing customer invoices.
- Understanding Insurance Claims, invoicing process and order management.
- Help insurers redefine their customer experience while accelerating their innovation agenda to drive sustainable growth by transforming to an intelligent operating model.
- Combines our advisory, technology, and operations expertise, global scale, and robust ecosystem with our insurance transformation capabilities.
- Address the scope and complexity of the ever-changing insurance environment and offers a flexible operating model that can meet the unique needs of each market segment.
- Solve routine problems, largely through precedent and referral to general guidelines
- Handle detailed to moderate level of instruction on daily work tasks and detailed instruction on new assignments.

Position Held : **Order to Cash Operations Associate**
Company : Accenture, Inc.
Industry : Business Process Outsourcing
Location : Philippines
Period : December 2021 - May 2024

- Assist and focuses on process of creating and issuing customer invoices.
- Understanding of invoicing, account receivables and order management.
- Credit Card and Sales Reconciliation, Customer Billing, Cash Application for invoices, etc.
- Prepares reports, journals, schedules and supporting documents to be shared to team leader for review.
- Liaise with clients and stakeholders to gather the supporting documents and data necessary to prepare reconciliations and financial reports.
- Support Month-end close activities depending on the sub-process to be handled.
- Prepare Balance Sheet Reconciliation for Accounts Receivable accounts.
- Prepare Statement of Accounts.
- Update desktop procedures and SOP's for processes handled, ensures administrative requirements to do the day-to-day activities are updated.

AWARD(S) & RECOGNITION(S):

- Project Top Performer January 2024, Philippines
- People Spotlight June 2023 - Finance & Accounting, Philippines
- People Spotlight September 2023 - Finance & Accounting, Philippines
- People Spotlight December 2023 - Finance & Accounting, Philippines
- A-List Awardee, Fiscal Year 2023, Q1 - Finance & Accounting, Philippines
- RTX Global Awardee, December 2023, Philippines
- Billing Analyst of the Year 2022 - Order to Cash, Philippines
- People Spotlight October 2022 - Finance & Accounting, Philippines
- Project Top Performer August 2022, Philippines
- Project Top Performer September 2022, Philippines
- Project Top Performer December 2022, Philippines

EDUCATION:

Tertiary:

Bachelor of Science in Business Administration
 Major in Business Management
 Eulogio "Amang" Rodriguez Institute of Science and Technology (EARIST)
 Cavite, Philippines
 Year Graduated : 2021