

PROFESSIONAL EXPERIENCE

Virtual Office Assistant | 2024 - 2026

BRUNTWORX

- Communicate professionally with vendors, clients, and internal teams through email correspondence regarding billing, payments, and documentation.
- Assist in maintaining accuracy and organization in company accounting systems, ensuring compliance with internal policies and deadlines.
- Enter and manage vendor invoices and project expenses in Buildertrend and QuickBooks Online (QBO).
- Ensure accurate classification of Profit and Loss items based on project, vendor, and accounting class.

Inbound Sales Management Analyst | 2024 - 2025

ACCENTURE

- Monitor key performance indicators (KPIs) and report sales performance data
- Coach and support agents to improve their sales techniques and product knowledge
- Analyze customer needs and provide appropriate solutions or product recommendations

Cross Skill Specialist II | 2021 - 2024

JPMORGAN CHASE & CO.

- Handled inbound customer inquiries related to banking products, services, and transactions
- Met and exceeded performance metrics such as call quality, resolution time, and customer satisfaction
- Collaborated with internal teams to resolve complex customer concerns

Intuit QuickBooks, Small Business Consultant | 2015 - 2021

CONCENTRIX

- Provided tailored support to small business owners using QuickBooks and other Intuit products
 - Troubleshoot complex software issues and provided step-by-step solutions
 - Handled both inbound and outbound calls in a sales and support environment
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University of San Jose - Recoletos

EDUCATION

Bachelor of Science in Business Administration major in Marketing Management

Ethics At Work | November 2023

Provider: Harvard ManageMentor

CERTIFICATES

Strategic Thinking | June 2023

Provider: Harvard ManageMentor

SKILLS

- Email and Calendar Management
- Google Workspace
- Microsoft Office
- QuickBooks
- Administrative Support
- QuickBooks Support
- Slack
- Salesforce
- Zoho Email
- Zoom