IVY CRISTINE DELA CRUZ

Talavera, Nueva Ecija, Philippines

PROFESSIONAL SUMMARY

Detail-oriented, highly analytical Virtual Assistant and Administrative professional with 15 years of proven experience in branch management, financial auditing, and data verification within fast-paced financial service environments. Expert in maintaining data accuracy, financial recordkeeping, and streamlining operational workflows. Adaptable and tech-ready, with a strong commitment to leveraging core auditing expertise and modern AI productivity tools to deliver high-quality support for executives and growing businesses.

CORE SKILLS

- Administrative & Data Entry Support
- Financial Auditing & Compliance
- Bookkeeping & Financial Record Keeping
- Calendar, Email, & File Organization
- Report Preparation & Discrepancy Identification
- Operations Management & Client Relations
- Bilingual: English & Filipino
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TOOLS & SOFTWARE

- **Productivity & Admin:** MS Excel, MS Word, Google Workspace (Docs, Sheets, Drive, Gmail)
- **Bookkeeping & Accounting:** Xero (Seminar Complete), QuickBooks (Developing)
- **Project Management & Collaboration:** Trello, Asana, Zoom
- **Design & Others:** Canva (Basic)

PROFESSIONAL EXPERIENCE

Field Auditor | M. Lhuillier Financial Services
January 2022 – September 2025

- Conducted rigorous daily and monthly audits of branch operations, financial transactions, and compliance documentation across multiple regional branches.
- Analyzed complex transaction data and physical records to identify discrepancies, effectively mitigating operational risks.
- Prepared comprehensive audit reports and compliance logs for management review, ensuring 100% adherence to corporate policies.

Branch Manager | M. Lhuillier Financial Services
June 2004 – December 2022

- Oversaw daily operations, administrative documentation, and financial record-keeping to guarantee branch profitability and sustainability.
- Monitored branch competitiveness, analyzed monthly sales performance data, and resolved complex customer complaints promptly.
- Successfully communicated and implemented corporate directives, guidelines, and policies at the branch level.
- Managed and organized critical files, employee schedules, and financial reports with absolute accuracy and confidentiality.
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EDUCATION

Bachelor of Science in Accountancy
Araullo University | *Graduated: 2002*

CERTIFICATIONS

- **Xero Software Seminar** – Certificate of Completion
- **General Virtual Assistance Training** – Certificate of Completion