JESSICA REUBAL

GENERAL VIRTUAL ASSISTANT, ADMINISTRATION SUPPORT, BOOKKEEPING,
ACCOUNTING, SALES COORDINATION, HR & CUSTOMER SERVICE

Angeles, Pampanga, Philippines

CAREER OVERVIEW

Detail-oriented and results-driven professional with over 7 years of experience in accounting, sales administration, and customer service across corporate, retail, and real estate sectors. Demonstrated ability to manage full-cycle accounts receivable, invoice processing, financial reporting, and bank reconciliation with high accuracy and efficiency. Skilled in supporting sales operations from listing to settlement, coordinating marketing activities, and managing CRM systems for improved client data integrity. Proficient in using QuickBooks, Oracle, Teradata, Fastbill, and other financial software to generate reports, validate transactions, and ensure compliance with internal controls and audit standards. Experienced in handling high-volume customer communications across email, chat, and phone, with a strong track record of timely resolution and client satisfaction. Adept at multitasking in fast-paced environments, supporting executives with administrative tasks, and contributing to cross-functional team goals through reliable operational support.

EDUCATION

BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION

KEY COMPETENCIES

- Administrative & Clerical support
- Email and inbox management
- Calendar and appointment scheduling
- Accounts Receivable
- Bank Reconciliation
- Payment Processing
- ·Financial Reporting
- Tax Verification
- Fastbill Management
- Inventory Management
- Marketing Coordination
- Contract Management
- Email & SMS Campaigns
- Digital File Organization
- Customer Account Management
- Billing and Collections
- Underwriting Documentation
- Financial Data Entry
- Month-End Closing Support
- Social Media Management
- Online Listings Management
- Customer Support
- Talent Acquisition & Recruitment
- Job Posting & Candidate Sourcing
- Resume Screening & Interview Coordination
- Applicant Tracking System (ATS) Management
- Onboarding & New Hire Support
- Cross-Functional Collaboration (HR, Legal, Hiring Managers)

PROFESSIONAL EXPERIENCE

SuperStaff Logiscale 2023-2026
Treasury Specialist

- ·Accurately posted over 10,000 check payments from JP Morgan to customer accounts and timely account updates
- Updated and maintained client records in CRM system, data-related errors across billing and finance departments
- Processed and streamlined finance charges, reimbursements, balance transfers, and tier requests
- Reapplied payments and processed advertising write-offs with a 98% error-free rate for internal audit compliance
- Managed high-volume invoice processing, averaging 1,000+ invoices per month, maintaining a 3-day turnaround time
- Updated customer billing and shipping information
- Collaborated with cross-functional teams and communicated with clients to resolve payment issues
- Supported the month-end closing process by reconciling transactions and preparing reports

ShoreAgents 2022- 2023
Sales Administrator / Listing Concierge

- Support sales agents in managing transactions from listing to settlement.
- Prepare and request marketing materials and managed online property listings.
- Schedule and confirm open home appointments with vendors and buyers.
- Handle client communications, responding promptly to inquiries and providing updates.
- Prepare listing agreements, contracts, and disclosure documents
- Track transaction milestones to keep clients informed throughout the process.
- Conduct post-sale follow-ups to address client questions and gather feedback.

FEDERAL EXPRESS PACIFIC (FEDEX) 2020 - 2022
Customer Financial Representative

- Maintained 1,000+ customer records with accuracy, reducing account discrepancies
- Processed new account setups and resolved payment exceptions, improving transaction turnaround time
- Coordinated daily check collections with Citi Bank, ensuring 100% deposit compliance
- Handled 200+ monthly email inquiries
- Resent 150+ receipts and tracked undelivered documents, reducing repeat client requests
- Processed manual issuance and reissuance requests with a 3-day average completion time.
- Generated monthly ORAR reports and Oracle receipt downloads to support financial audits.
- Verified tax applications and official receipts in Oracle with zero compliance issues
- Maintained Fastbill records and produced Teradata reports, aiding in data analysis and reporting accuracy

SOFTWARE TOOLS

Accounting & Finance & Trading:

Project Management

Communication and Collaboration:

Admin Support & Productivity:

HR Tools

PROFESSIONAL EXPERIENCE

2018-2020

OAI GENERAL MERCHANDISE
Executive & Admin Assitant/ Accounting Receivable

- Prepared and submitted daily sales reports, ensuring timely reporting to management
- Processed and reconciled 200+ AR transactions monthly
- Validated and posted receiving reports, reducing inventory mismatches
- Matched serial numbers, invoices, and delivery details with 100% audit compliance
- Verified supplier discounts and updated brand-specific stock cards, supporting accurate cost tracking
- Posted invoices to subsidiary ledgers, ensuring all records were audit-ready and error-free
- Monitored accounts for discrepancies and non-payments, reducing overdue receivables
- Provided direct administrative support to 3 directors, managing calendars, travel, and presentations
- Oversaw company social media and job postings, increasing online engagement
- Handled procurement of office supplies across 5 branches, ensuring stock availability with zero disruption
- Responded to customer inquiries weekly via email and chat