JULIANNE LOIS CASTAÑO

PROFESSIONAL SUMMARY

Detail-oriented and proactive Accounting Graduate with 7+ years of combined experience in payroll, operations, real estate administrative management, financial review and auditing, credentialing, and customer service across healthcare, corporate, and real estate environments. Proven track record in process improvement, cross-functional collaboration, escalation management, and operational efficiency. Highly skilled in leveraging systems such as Salesforce, ADP, and GoHighLevel to streamline workflows, strengthen compliance, and improve service delivery.

Strong background in auditing, payroll compliance, bookkeeping, CRM management, and operational coordination, with exceptional attention to accuracy, documentation, and internal controls. Experienced in leading remote teams, managing vendors and contractors, coordinating tenant communications, and supporting end-to-end business operations in fast-paced environments.

CORE COMPETENCIES

- Quality Auditing & Compliance
- Coaching & Performance Monitoring
- Cross-Department Collaboration
- Salesforce Case Management
- Payroll & Timecard Processing (Simplify, ADP, MPM)
- Process Improvement & Reporting
- Credentialing & Onboarding Support
- Customer Service & Communication
- Real Estate Operations Coordination
- Administrative Process Improvement
- GoHighLevel
- Microsoft Excel, Word, Powerpoint, Outlook
- Google Workspace (Docs, Sheets, Drive)
- Email and Calendar Management tools
- Canva and Social Media
- Quickbooks
- Salesforce, Zendesk
- Go High Level

PROFESSIONAL EXPERIENCE

OPERATIONS MANAGER / REAL ESTATE VIRTUAL ASSISTANT – Remote | Atlanta, Georgia

Bookkeeper / Payroll (ADP) | *Nov 2024 – Aug 2026*

- Managed operations for short-, mid-, and long-term rental properties across Airbnb, PadSplit, Zillow, Furnished Finder, CoLiving, and Apartments.com.
- Supervised other Virtual Assistants, managing task delegation, tenant communications, listings, lead follow-up, and quality control.
- Coordinated contractors, maintenance teams, cleaners, landscapers, and vendors for repairs, turnovers, and property readiness.
- Managed ADP payroll, bookkeeping, invoices, expense reconciliation, and financial reporting for the client's salon and real estate operations.
- Created SOPs, trackers, dashboards, and workflows to improve team accountability and operational efficiency.
- Served as the main liaison between property owners, tenants, vendors, lenders, and remote teams.

SnapCare – Healthcare Staffing – Remote | Atlanta, Georgia

Payroll/Timekeeping Specialist | *May 2023 – Jan 2026*

- Reviewed and processed clinician timecards and expense receipts within deadlines, ensuring accuracy across multiple systems.
- Managed timekeeping and payroll using SnapCare systems to ensure accurate and timely payments for healthcare professionals.
- Coordinated with clinicians, clients, and vendors to validate submissions and resolve discrepancies.
- Used Salesforce for case management, credentialing tasks, and tracking healthcare staffing assignments.
- Support credentialing workflows by verifying compliance documentation and assisting HCPs during onboarding.
- Temporarily supported the Credentialing Department (Nov–Jan 2025) and Customer Service tasks, gaining end-to-end operational perspective across SnapCare functions.

SGV & Co. (Ernst & Young Philippines)

Audit & Assurance Specialist – Financial Services | *Sep 2021 – Mar 2023*

- Led external audit engagements for banks, insurance companies, and financial institutions, ensuring compliance with local auditing standards.
- Analyzed complex financial data to identify control weaknesses and process inefficiencies.
- Coordinated directly with client finance and compliance teams to resolve audit findings and improve internal controls.
- Assisted in preparing schedules and reports for management and external stakeholders.

24/7 Intouch (Customer Service & Technical Support)

Customer Service Representative / Subject Matter Expert (SME) | *Nov 2018 – Jul 2021*

- Delivered outstanding support to clients via phone, chat, and email while maintaining service quality standards.
- Acted as an SME for Technical Support Representatives, assisting in **coaching and quality feedback sessions** for new hires.
- Collaborated with internal teams to streamline workflows and reduce resolution times for customer issues.
- Documented all customer interactions and resolutions in Salesforce, Zendesk and other CRM systems.

EDUCATION

Bachelor of Science in Accountancy

Polytechnic University of the Philippines | 2017 – 2021