KAREN SUBANG

PROFILE

Detail-oriented bookkeeping and administrative professional with intensive QuickBooks training and experience in financial reporting, reconciliations, AP/AR management, and maintaining accurate records. Strong operational background across QA, business analysis, leadership, and customer service, including evaluating performance trends, generating KPI-driven reports, coaching teams, and resolving escalations. Known for accuracy, organization, and independent execution of tasks, with the ability to support both financial operations and executive-level administrative needs.

SKILLS AND COMPETENCIES

Technical Skills

- **Accounting Software:** Quickbooks
- **Productivity Tools:** Microsoft Office Suite, Google Workspace
- **CRM Systems:** Salesforce, Zoho, Kustomer.com, GoDaddy.com, Oracle
- **Collaboration Tools:** Slack, Zoom, MS Teams
- **Global Distribution System:** Amadeus
- **Business Analytics and Data Visualization Tool:** Power BI, Citrix

Core Competencies

- Detail-oriented with a focus on accuracy and quality
- Strong problem-solving and critical thinking abilities
- Innovative mindset with a drive for continuous improvement
- Flexible, efficient and organized in managing tasks and time
- Quick to learn new tools, systems, and processes
- Team player with excellent collaboration skills

PROFESSIONAL EXPERIENCE

Bookkeeping Intern (Remote)

Digital Bytes Financial Services | January 2026 – February 2026

- Prepared core financial reports, including Trial Balance, Balance Sheet, and Profit and Loss Statement, to support accurate financial analysis and decision-making.

- Processed accounts payable transactions, ensuring timely vendor payments and maintaining precise financial records.
- Performed aging analysis and managed Statements of Account to monitor outstanding receivables and support effective collections follow-up.
- Set up new company files in QuickBooks, configured a detailed Chart of Accounts, and navigated system features to streamline bookkeeping workflows.
- Imported and organized product, service, supplier, and customer data in QuickBooks to maintain clean and reliable financial information.
- Created estimates and invoices in QuickBooks to support efficient billing and revenue tracking.
- I ensured accurate entry, proper documentation, and timely transaction processing by processing purchase orders and bills.

Quality Assurance Analyst
Alfa Business Outsourcing (Task EveryDay) | September 2024 – June 2025

- Evaluated customer interactions and scored agent performance
- Provided coaching feedback and supported team leads
- Identified trends and recommended improvements
- Ensured compliance with policies and security protocols

Travel Specialist
Foundever (Formerly Sykes Inc.) | January 2020 - March 2023

- Booked flights, hotels, and packages; handled cancellations and rebooking
- Informed customers about travel policies and restrictions
- Provided travel support and upselling services

Special Duty Assignments:

★ **Business Analyst** | May 2022 - Feb 2023
  - Create regular and ad-hoc reports (e.g., performance trends, KPIs, SLA compliance, FTE)
  - Analyzed performance metrics and created reports
  - Proposed data-driven process improvements

★ **Team Leader** | Jan 2022 - May 2022 **&** Aug 2021 - Sep 2021
  - Led team performance monitoring and coaching
  - Facilitated onboarding and team engagement

★ **Subject Matter Expert** | Apr 2021- Jul 2021 **&** Oct 2021 - Jan 2022
  - Provide in-depth assistance and solutions for escalated customer inquiries or complex cases.
  - Mentored agents and handled escalations
  - Collaborated with training teams for knowledge sharing

Customer Service Representative/Specialist and Chat Support Associate

- Managed order inquiries, cancellations, refunds, and account issues
- Handled customer concerns via phone, chat, and email
- Maintained high satisfaction by resolving issues effectively
- Assisted with subscriptions, accounts, returns, and warranty issues

➢ Ascendion Inc | July 2025 – January 2026
➢ Alfa Business Outsourcing (Task EveryDay) | July 2023 - August 2024
➢ Amazon Cebu | April 2023 - July 2023
➢ Inspiro | August 2019 – December 2019
➢ Peak Outsourcing | January 2019 – June 2019
➢ Sophi-Inc. | June 2018 – November 2018
➢ Qualfon Philippines Inc. | September 2014 – April 2018

EDUCATION AND TRAINING

Bookkeeping and Online Quickbooks
ProVA Philippines
In depth Bookkeeping and QuickBooks Accounting Software Training.
January 2026 – February 2026

Foundation University, Dumaguete City, Philippines
One Year of Study towards Bachelor of Science in Hotel and Restaurant Management
June 2011 – March 2012