

Luningning Valenzuela

Administrative, Financial & Customer Support

About Me

A dedicated professional with nearly 20 years of experience in customer support, business administration, digital marketing, and financial operations. Highly organized, detail-oriented, and dependable.

Education

Bachelor of Science in Accountancy
Central Colleges of the Philippines
1996-2001

Tools & Systems

- Xero, Sap, Oracle
- Freshdesk, Salesforce, Siebel CRM, Shopify
- Asana, Notion, Quire
- Microsoft Tools, Google Workspace, Dropbox
- NetCore, TargetBay, OneSignal, Canva

Experience

Digital Marketing Associate

Tobi.com, LLC 2023-2026

In charge of executing eDM campaigns for clients, involving tasks from crafting content for subject lines, preheaders, and CTAs to designing templates, as well as managing the scheduling and distribution of the eDM. Handle customer support tickets received via email, chat, SMS, and Social Media comments and DMs.

Business Administrator

Telstra International Philippines, Inc. 2022-2025

Tasked with handling Purchase Order processing, generating Good Receipts, and ensuring Invoice Matching within the Accounting department. Generated EOM and EOQ reports, detailing total PO quantity and financial amounts each month, to present key performance metrics to stakeholders. My role involves close collaboration with clients and stakeholders to provide regular updates and work together on action plans aimed at achieving our goals and targets.

Case Manager

Telstra International Philippines, Inc. 2015-2022

Responsible for delivering exceptional customer service and ensuring a seamless experience for our customers. This includes efficiently processing orders and overseeing the entire process of relocating customer services, which encompasses addressing intricate billing matters and more. I am also recognized as a team expert and the first point of contact whenever any team member has questions or concerns related to our products.

Customer Service Specialist

Teletech Customer Care 2012-2015

Provide customized solutions for customers facing financial challenges, always maintaining a balance between meeting the customer's requirements and aligning with the company's objectives, a task that demands a high level of decision-making skill. Additionally, I play a role in mentoring new hires by addressing their inquiries related to product-specific aspects of customer billing and credit assessments. Furthermore, I handle escalation calls as needed

Part-Time | Freelance

Admin & Finance Support

- Performed bank reconciliations in Xero and assisted with routine financial administration.
- Created invoices and supported day-to-day administrative and finance-related tasks.
- Created and updated Standard Operating Procedures (SOPs) to improve consistency and clarity of processes.
- Provided independent project-based support while maintaining accuracy, organization, and timely completion.

Project Based Web Research & Data Entry

- Researched lawyers within a specified U.S. state and compiled names and contact information into an organized database.
- Collected, reviewed, and entered information accurately while following project requirements