MELANIE PANESA
Administrative Assistant | Accounts Receivable Specialist
Caloocan City, Philippines

PROFESSIONAL SUMMARY

Detail-oriented Virtual Administrative & Accounts Receivable Specialist with 10+ years of experience in billing, payment processing, data entry, and administrative support. Proven track record of streamlining financial operations, ensuring accurate billing, and maintaining client satisfaction. Adept at managing accounts receivable processes, reconciling payments, and optimizing administrative workflows. Seeking to leverage expertise to support businesses with virtual administrative and financial tasks.

Core Competencies

- Accounts Receivable & Billing Management
- Virtual Administrative Support
- Payment Processing & Reconciliation
- Data Entry & Financial Documentation
- Customer Service & Client Communication
- Microsoft Office Suite (Excel, Word, PowerPoint)
- Financial Recordkeeping & Reporting
- Process Improvement & Efficiency

PROFESSIONAL EXPERIENCE

Accounts Receivable Assistant | Manila Ocean Park | September 2016 – February 2024
- Managed monthly billing processes for 50+ tenants, ensuring 98% on-time payments.
- Processed and recorded customer payments via cash, checks, and direct deposits, reducing payment discrepancies by 25%.
- Prepared aging reports and followed up on outstanding accounts, improving collections by 20%.
- Reconciled credit/debit card transactions and online ticket sales, ensuring financial accuracy.
- Collaborated with internal departments and external clients to resolve billing disputes promptly.

Treasury Assistant | Manila Ocean Park | April 2015 – September 2016
- Administered petty cash and cash advances, ensuring a 100% audit compliance rate.
- Verified liquidation reports and posted journal vouchers, improving financial tracking accuracy.
- Assessed cash drops, tallied cashier reports, and prepared bank deposits, minimizing cash handling errors by 20%.

Accounting Assistant | Manila Ocean Park | February 2013 – April 2015
- Conducted daily inventory updates and month-end audits, ensuring 98% inventory accuracy.
- Prepared purchase requisitions and monitored purchase orders to align with budgetary controls.
- Assisted with financial reporting and data entry, contributing to efficient month-end closing processes.

Admission Attendant (Cashier) | Manila Ocean Park | June 2008 – February 2013
- Processed ticket sales and handled customer transactions with 100% accuracy.
- Maintained cash float and reconciled sales, ensuring daily cash register balances.
- Delivered high-quality customer service, addressing guest inquiries and resolving concerns efficiently.

EDUCATION

Associate in Computer Secretarial
University of Caloocan City | Apr 2007

CERTIFICATIONS

- Civil Service Passer – Professional Level | Aug 11, 2024
- TESDA Contact Center Services NCII | Nov 16 – Dec 3, 2020
- PROVAPH General Virtual Assistance Training | Apr 27, 2024

Technical Skills

- Microsoft Excel (Formulas, Pivot Tables, Data Analysis)
- E-HORS System | SAP |
- Online Payment Platforms (Ecommerce, Klook, Metrodeal, Travelbook)
- Data Entry & Documentation