

# ELISABETA GIRGENTI

## Finance & Procurement Assistant

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Berlin, Germany



## EXPERIENCE

### Finance & Procurement Assistant

#### Smoobu

- 2024 - Present    Berlin, Germany
- Manage full billing and procurement cycles, including supplier payments, adjustments, and reconciliations
  - Support dunning and overdue reports, improving payment collection and financial visibility
  - Resolve VAT and discount discrepancies, ensuring accuracy across systems
  - Coordinate supplier data and contract accuracy for compliance and reporting
  - Automated reporting workflows with SQL and Google Sheets, reducing reporting time by 40%

### Customer Success Agent

#### Byrd

- 2022 - 2024    Byrd - Berlin, Germany
- Berlin, Germany
  - Customer Success Agent |
  - Acted as liaison between clients, operations, and finance to ensure accurate billing and issue resolution
  - Managed account and subscription data with a focus on billing accuracy and transparency
  - Collaborated with finance on payment tracking and dunning processes
  - Suggested workflow automations improving communication between departments

### Pre-Sales Agent

#### DR Smile

- 2022    Berlin, Germany
- Supported sales and finance in preparing cost estimates and client payment structures
  - Monitored conversion metrics and improved reporting automation

### Customer Support Specialist

#### Pomelo + Co

- 2021 - 2022    Berlin, Germany
- Handled billing and refund inquiries with precision and data accuracy
  - Created reports in Google Sheets tracking operational and service performance
  - Collaborated with procurement teams to align order and vendor processes

### Customer Experience Agent

#### Grenion Brands - Remote

- 2020 - 2021    Remote
- Supported vendor coordination, billing accuracy, and budget tracking
  - Created CRM-based reports monitoring supplier performance and cost efficiency

## SUMMARY

Finance & Procurement Specialist | Billing Operations | Process Optimization & Automation Analytical and detail-focused professional skilled in finance operations, procurement, and billing management. Known for precision, efficiency, and strong cross-team collaboration, driving automation and process improvement across finance workflows. Expert in managing financial processes, supplier coordination, and reporting automation across SaaS and B2B environments. Adept at ensuring compliance, accuracy, and cost control while leveraging SQL, Google Sheets, and Excel to streamline financial operations. Committed to delivering clarity, efficiency, and measurable results in every project.

## KEY ACHIEVEMENTS

### Reporting Workflow Automation

Reduced reporting time by 40% using SQL and Google Sheets.

### Payment Tracking Automation

Automated payment tracking processes, improving financial visibility by 25%.

### Cross-Department Automation

Improved communication efficiency by 30% through workflow suggestions.

### Vendor Coordination Enhancement

Achieved 95% billing accuracy, enhancing vendor coordination and budget management.

## EXPERIENCE

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### Technical Support Analyst

#### GoodBarber

📅 2019 - 2020    📍 France

- Provided billing and subscription support for B2B clients on digital platforms
  - Ensured accuracy in financial reporting and customer data reconciliation
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### Customer Operations Manager

#### Teleperformance

📅 2017 - 2018    📍 Portugal

- Led a multilingual team managing financial and subscription inquiries
  - Improved accuracy and workflow efficiency through team coaching and automation
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## EDUCATION

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### B.Sc. in Business & Managerial Economics

#### University of Uninettuno

📅 2025 - 2028    📍 Location

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### B.A. in Film Studies

#### University of Siena

📅 2003 - 2012    📍 Location

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### High School Diploma in Business Administration (ITC)

#### School or University

📅 2003 - 2008    📍 Location

- High School Diploma in Business Administration (ITC) (-)