

JANNVER RUZZEL A. HILOMA

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PROFESSIONAL SUMMARY

Motivated and versatile professional with hands-on experience in accounting liaison, courier services, customer service, and administrative support. Strong background in data entry and computer systems, excellent communication skills, and a proven ability to work collaboratively in team environments. Quick to learn new tools and processes with a proactive approach to problem-solving and task execution.

PROFESSIONAL EXPERIENCE

Quality Assurance Specialist (Work-from-Home Set-up)

Achieve Better ABA, 3540 Toringdon Way Suite 200, Charlotte, NC 28277, United States

July 2025 - Dec 2025

As a Quality Assurance Specialist in the healthcare field, I ensure compliance with regulatory standards, clinical protocols, and internal quality procedures. I review and verify critical documentation, including patient records, clinical reports, and regulatory submissions, to maintain accuracy and audit readiness. By coordinating with clinical and administrative teams, monitoring operational processes, and implementing quality control measures, I help uphold patient safety, regulatory compliance, and organizational excellence.

Accountant Liaison

RBL Accounting Office, Sorsogon City, Sorsogon

Dec 2024 - June 2025

As an Accountant Liaison, I perform a combination of administrative, financial, and field tasks to support day-to-day accounting operations and ensure full compliance with regulatory requirements. My responsibilities include scheduling and attending client meetings to collect essential documents such as receipts, sales reports, and payroll data. I coordinate with local printing presses for the processing and release of BIR-authorized documents, including official receipts (ORs) and sales invoices (SIs). I handle the submission and follow-up of various BIR applications such as the Authority to Print (ATP), Certificate of Registration (COR) updates, new business COR applications, business closure requests, Taxpayer Identification Number (TIN) registration, BIR Form 0605 payments or renewals, and tax clearance processing. Additionally, I manage and update books of accounts using the Online Registration and Update System (ORUS), helping to maintain accurate and audit-ready financial records.

Delivery Courier*Flash Express PH, Sorsogon City, Sorsogon***Mar 2024 - Sept 2024**

As a Delivery Courier, my role involves the timely and accurate sorting and distribution of parcels to customers or consignees. At the start of each shift, I receive and sort packages based on delivery routes, ensuring that all items are complete, properly labeled, and matched with the correct delivery addresses. I verify and scan parcels using mobile systems or scanners provided by the courier company. Once sorted, I load the items into the delivery vehicle and follow an optimized route to ensure efficient delivery within the assigned area. Upon arrival, I contact recipients, deliver parcels securely, and obtain proof of delivery via signature, photo, or electronic confirmation. I also handle return-to-sender (RTS) items, update delivery statuses in the system, and report any delivery issues or delays to dispatch or management. Throughout the day, I practice good customer service and ensure compliance with company protocols for safety and professionalism.

L2 Associate*ISTA Personnel Solutions, Mandaluyong City, Metro Manila***Aug 2023 - Jan 2024**

As an L2 Associate, I served as a vital support link between clients, therapists, and internal systems to ensure smooth communication and quality service. My key responsibilities included connecting clients with appropriate therapists based on their needs and availability, managing applicant emails on platforms such as Indeed and JazzHR, and filtering communications to support efficient hiring and onboarding processes. I also handled client and therapist engagement by creating personalized digital gift cards for birthdays, 1-year, and 2-year anniversaries with the company.

In addition, I completed assigned tasks through ClickUp, contributed to maintaining accurate records and documentation within CentralReach, and conducted client and therapist surveys. I consistently adhered to company performance standards, demonstrating attention to detail, efficiency, and a client-centered approach. My role required strong organizational skills, data accuracy, and the ability to multitask in a remote, fast-paced work environment.

Assistant Computer Laboratory Facilitator (OJT)*ACLC College of Sorsogon, Sorsogon City, Sorsogon***Sept 2022 - Jan 2023**

As an Assistant Computer Laboratory Facilitator, I was responsible for supporting the day-to-day operations of the computer lab, ensuring that all systems and services ran smoothly. My tasks included **video editing and graphic design using Photoshop** for academic and administrative purposes, as well as assisting in the **enrollment process and ID creation** for students. I performed **computer inventory and maintenance**, ensuring all equipment was functional and properly logged. I also provided support in **basic networking tasks**, helped set up workstations, and troubleshoot connectivity issues when needed. Additionally, I managed the **scheduling and supervision of computerized exams**, ensuring a smooth testing process for both students and faculty. This role required a combination of technical knowledge, organizational skills, and attention to detail in a fast-paced academic environment.

Assistant Team Leader, Verification Department
GLP Theorem Ventures Corporation, Sorsogon City, Sorsogon
June 2020 - Feb 2022

As an Assistant Team Leader in the Verification Department, I was responsible for overseeing and supporting the credential verification process for medical professionals. My core duties involved reviewing and verifying submitted credentials, such as licenses and certifications, which were forwarded by the app intake department. I ensured all documents met compliance standards before approval. I also sent automated messages to applicants requesting any missing or incomplete documentation, maintaining clear and professional communication. In addition to verification tasks, I regularly completed assigned tasks within tight deadlines and compiled daily or weekly email reports for clients, summarizing the team's progress and outstanding cases. I contributed to maintaining quality and accuracy within the department and supported the team in streamlining the verification workflow. My role required precision, time management, and effective communication to meet client expectations and maintain operational efficiency.

Office Assistant
MDRRMO, Matnog, Sorsogon
Apr 2017 - May 2017

As an Office Assistant during summer jobs, I provided administrative and clerical support to ensure smooth daily operations within the office. My tasks typically included filing and organizing documents, photocopying and scanning paperwork, and assisting in data encoding. I also helped manage incoming and outgoing communications, such as answering phone calls and sorting emails or letters. When needed, I supported staff with basic errands, document delivery, and inventory of office supplies. This role helped me develop a strong foundation in office procedures, time management, and professional communication.

EDUCATION

Associate in Computer Technology
ACLC College of Sorsogon
Sorsogon City, Sorsogon
June 2017 – June 2023

Associate in Computer Technology
The Lewis College
Sorsogon City, Sorsogon
June 2015 – March 2016

Bachelor of Science in Hotel and Restaurant Management
Mariners Polytechnic Colleges Foundation Inc.
June 2014 – March 2015

High School Graduate, Class of 2014
Sorsogon State College - Laboratory High School
Sorsogon City, Sorsogon

AWARDS & RECOGNITION

- **Assistant Team Leader for Verification**
GLP Theorem Ventures Corporation | *October 2020*
- **Top Performer for Verification**
GLP Theorem Ventures Corporation | *August 2020*