



## JOSE MARI D. ROMEO

### CONTACT

R. Duterte Street, Banawa  
Cebu City, Philippines 6000.  
(63) 9666170537

joseromeo999@gmail.com

### CORE COMPETENCIES

#### Administrative & Financial

- Data Management (High Volume)
- Invoicing & Expense Tracking
- Foundational Bookkeeping
- Process Efficiency

#### Client Relations

- Customer Support
- SOP Adherence
- Content QC

### TECHNICAL SKILLS

- MS Excel (Advanced)
- NetSuite
- Basic Web Dev (HTML/CSS)
- Google Workspace

## PROFESSIONAL SUMMARY

Highly versatile General Virtual Assistant with 4+ years of cross-functional experience in **Data Management, Customer Relations, and Content Quality Control**. Proven ability to maintain **high corporate standards** for accuracy and consistency while managing high-volume data and support workflows in a structured setting. Seeking to leverage expertise in **Bookkeeping** and **Administrative Efficiency** to deliver reliable, multi-faceted remote support and drive effortless growth for a client.

## PROFESSIONAL EXPERIENCE

### Data Entry Specialist / Accounting Clerk (Outsourced by US-Client)

*Staff Outsourcing Solutions, Cebu Business Park, Cebu City | 2024 – 2025*

- ▶ **Managed** the continuous input and maintenance of **high-volume data sets**, ensuring complete and reliable information for financial reporting.
- ▶ **Contributed** to the financial administrative cycle by processing and tracking **monthly client invoicing** and expense reconciliation using **NetSuite**.
- ▶ **Optimized** data organization within large spreadsheets by utilizing advanced functions in **MS Excel** to improve efficiency and reduce manual errors.

### Customer Service Representative

*Wipro Philippines Inc., GAGFA Tower, Cebu City | 2023 – 2024*

- ▶ **Handled** a high volume of daily customer inquiries and support issues across multiple channels (chat/email), resolving complex problems efficiently.
- ▶ **Utilized** internal CRM tools to meticulously track all client interactions, ensuring clear follow-up protocols and **structured reporting** for team leads.
- ▶ **Maintained** consistent quality and professionalism across all communications, upholding corporate service standards.

### Content Moderator

*Wipro Philippines Inc., Tech Tower Bldg., Cebu City | 2020 – 2023*

- ▶ **Enforced** strict community and legal guidelines across thousands of pieces of user-generated content daily, consistently maintaining **near-perfect compliance**.
- ▶ **Trained** on and strictly adhered to complex **Standard Operating Procedures (SOPs)**, demonstrating meticulous reliability in process execution.
- ▶ **Supported** team operations with consistent performance, successfully managing a demanding workload and meeting all required daily quotas.