



Glendelyn Morales

About Me

My transition from a customer service representative to a finance officer is a testament to my determination, ambition, and willingness to embrace new challenges. Through continuous learning and development, I am confident in my ability to make a meaningful impact in my role and contribute to the financial well-being of the organization.

Experience

Focus Direct Inc.

Finance Officer | June 2023 - Present

- Creating disbursement vouchers for daily transactions.
- Payroll Tasks
- Monitoring of liquidations for Budget released (**Special Performance Incentive Funds**)

Focus Direct Inc.

Assistant Finance Officer | March 2022 - May 2023

- Assisting disbursement vouchers for daily transactions.
- Assisting of liquidations for Budget released
- Processing invoices

Focus Direct Inc.

Customer Service Representative Team Lead | 2020 - 2022

- Provide support to all internal and external customers; instructing, mentoring and training team members to develop robust departmental systems.
- Monitor performance and lead the team to achieve key performance indicators (KPIs) and provide an excellent service to customers.
- Ensure that standard operating procedures are documented and maintained.

Focus Direct Inc.

Costumer Service Representative | 2017 - 2020

- Resolve customer concerns and answer customer questions to your best ability.
- Listen to customer concerns, issues and questions.
- Recommend possible products to meet the customers needs

Education

College of Arts & Sciences of Asia & the Pacific

Bachelor of Science in Accounting Technology | Graduated in 2018

Skills

Proficient in Microsoft Office Suite

Ability to prioritize tasks effectively and meet deadlines

Quick learner with adaptability to new tools and technologies

Knowledge of basic bookkeeping and invoicing processes

Customer Service Skills

Problem-Solving Skills

Time Management

Knowledgeable in task automation

Proficient in email management using Gmail and Outlook

Tools

Word

Excel

Outlook

Sharepoint

Publisher

Outlook

Canva

Google Calendar

Outlook Calendar

Asana

Trello

Snipping Tool

Light Shot

Reference

Jennyfer Tupaz | Jennyfer.Tupaz@focusservices.com

Finance Officer

Focus Direct Inc.
