

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.

Costumer 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

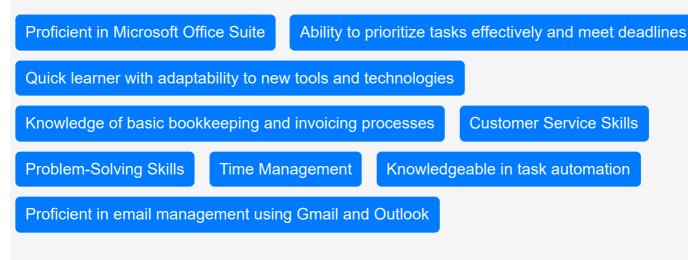
- Resolve customer concerns and answer customer questions to your best ability.
- Listen to customer concerns, issues and questions.
- Recommend possible products to meet the customers needs

Education

College of Arts & Sciences of Asia & the Pacific

Bachelor of Science in Accounting Technology | Graduated in 2018

Skills



Tools



Reference

Jennyfer Tupaz Jennyf Finance Officer Focus Direct Inc.	er.Tupaz@focusserv	rices.com	