



REGINE

[VIDEO INTERVIEW](#)

EXPERTISE SKILLS

- Customer Service
- Email Management
- Calendar Management
- Administrative Support
- Bookkeeping
- Accounts Payable (AP)
- Accounts Reconciliation
- Financial Records Maintenance
- Billing Issue Resolution
- Invoice Processing
- Vendor Coordination
- Data Entry
- Inventory Monitoring
- Financial Reporting Support
- Guest Relations
- Complaint Handling & Problem Solving
- Reservation Management
- Communication Skills
- Interpersonal Skills
- Multitasking & Time Management

TOOLS

- QuickBooks
- Zoho
- Google Workspace
- Microsoft Office Suite

Results-driven Virtual Assistant with 4+ years of experience providing administrative support, customer service, bookkeeping, and operations coordination in fast-paced business environments. Proven track record of managing executive communications, coordinating schedules, maintaining accurate financial records, resolving customer inquiries, and supporting cross-functional teams to improve operational efficiency and client satisfaction. Brings strong expertise in calendar and email management, administrative support, accounts payable, customer relations, and organizational coordination, helping organizations streamline daily operations, enhance productivity, and deliver exceptional service.

WORK EXPERIENCE

ENGINEERING COORDINATOR

Shang Residences at Wack Wack Condominium Corp. | November 2025 – March 2026 (5 Months)

- Coordinated engineering and maintenance concerns, responded to resident inquiries, provided administrative support to the engineering team, monitored maintenance requests, managed technicians' schedules, and processed payments and requests for tools and materials to ensure smooth daily operations.

BOOKKEEPER/ACCOUNTS PAYABLE ASSOCIATE

Enovative Group | March 2023 – January 2025 (1 Year, 11 Months)

- Managed daily email correspondence, coordinated with vendors and internal teams, handled billing concerns, maintained accurate financial records and reconciliations, monitored inventory, and supported compliance and financial reporting requirements.

CUSTOMER SERVICE REPRESENTATIVE

Sitel/FoundEver | October 2021 – October 2022 (1 Year, 1 Month)

- Resolved customer account and billing concerns, provided exceptional customer service through effective communication and problem-solving, built positive client relationships, and handled inquiries from international customers with professionalism and empathy.

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