



EMMANUEL

 [VIDEO INTERVIEW](#)

WORK EXPERIENCE

VARIOUS ROLES – CUSTOMER SERVICE / TECHNICAL SUPPORT / TRAINING

Business Process Outsourcing (BPO) | 8 years

- Handled customer service, sales, billing, collections, technical, email, and chat support; responded to inquiries, scheduled meetings, and delivered presentations; assisted supervisors and resolved connectivity issues; facilitated refresher trainings.

ACCOUNTING & BOOKKEEPING SPECIALIST

Finance & Accountancy | 5 years

- Performed bookkeeping, liaised with company treasurer and controller, prepared entries for financial statements, validated and computed financial reports, reviewed transaction cycles, and maintained organized record-keeping.

SKILLS/AREAS OF EXPERTISE

- Customer Service
- Administrative Tasks
- Billing & Collection
- Meeting Scheduling
- Bookkeeping
- Email & Chat Support
- Technical Support
- Financial Statement Entry
- Transaction Review & Validation
- Refresher Training Facilitation

TECHNOLOGY

- CRM Systems
- Microsoft Office
- Dialer Tools
- Salesforce

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