

SHEENA MARIE GUZMAN

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 Bitanhuan, Baybay City, Leyte 6521

PROFESSIONAL SUMMARY

Detail-oriented and highly organized billing and branch clerk with over 5 years of experience in administrative and financial support roles. Adept at managing billing tasks, verifying accuracy of data, and ensuring seamless account payment processing. Skilled in improving operational efficiency, resolving customer concerns, and maintaining financial integrity. Proven ability to meet deadlines in high-volume environments while contributing to month-end closing procedures and maintaining accurate records. Known for excellent time management, attention to detail, and a proactive approach to problem-solving. Demonstrated success in enhancing customer satisfaction and optimizing internal processes.

WORK EXPERIENCE

Cashier

March 2022 - Present

MSS Cycle Trading - Baybay City, Leyte

- *Handled cash, credit, and debit transactions accurately, providing customers with correct change and receipts.*
- *Responded to customer inquiries regarding products, services, and offering assistance as needed.*
- *Processed returns, exchanges, and refunds according to store policies.*
- *Assisted with stocking and organizing merchandise to ensure product availability.*
- *Ensured compliance with company procedures and maintained cash drawer accuracy throughout shifts.*
- *Collaborated with team members to improve store operations and enhance customer service standards.*

Billing Clerk

March 2017 – Dec 2021

Ritemeat Marketing - Palo, Leyte

- *Executed billing tasks and recorded information in company databases.*
- *Improved billing accuracy by diligently reviewing invoices and reconciling discrepancies.*
- *Verified accuracy of billing data and corrected discrepancies.*
- *Handled account payments and provided information and outstanding balances.*
- *Assisted with month-end closing procedures, contributing to an organized and punctual financial reporting process.*

- *Demonstrated excellent time management skills by prioritizing tasks and meeting deadlines in a fast-paced, high-volume work environment.*

Branch Clerk

Aug 2016 – Jan 2017

Pacifica Agrivet Supplies, Inc. – Compostela, Cebu

- *Enhanced customer satisfaction by addressing and resolving complaints in a timely manner.*
- *Managed cash transactions accurately, maintaining daily reconciliations and reducing discrepancies.*
- *Streamlined branch operations by implementing efficient filing and record-keeping systems.*

PERSONAL/TECHNICAL SKILLS

- *Microsoft Office (MS Word, Excel, Powerpoint)*
- *Google Workspace*
- *Data Entry*
- *Deadline-oriented*
- *Records Research*
- *Database updates*
- *Regulatory filings*
- *Accuracy and Precision*
- *Ability to work independently and as part of a team*
- *Organized and efficient*
- *Good written and verbal communication skills*

ACADEMIC BACKGROUND

BS in Agribusiness

April 2016

Visayas State University, Baybay City, Leyte

ACHIEVEMENTS

- **Career Service Examination (Professional) Passer**

March 2024