

# GEMMA DE LEON TUGADE

Document Controller/ Receptionist

Mobile No.: 050-762-6575

Email: gemma.tugade0411@gmail.com

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## OBJECTIVE

To be able to enhance my capabilities and to explore more my abilities in different fields and areas of jobs that I am taking into and be able to develop my skills and knowledge in line with my experiences in the best possible way for achieving the company's goals, and be able to land a responsible job with an opportunity for professional challenges.

## EDUCATION

Bachelor's Degree - Bachelor of Science in Business Administration, Major in Management Accounting  
University of Northern Philippines  
Vigan City Philippines - March 1998

## Professional Qualifications:

### Languages

English & Tagalog

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## WORK EXPERIENCES

Location : United Arab Emirates  
Job Title : Domestic Helper  
Duration : March 11, 2019 to present

- Responsible in Home Management
- Maintained household cleanliness and organization on a daily basis
- Performed administrative and special tasks as required
- Supervise children overnight and prepare healthy meals when parent is away
- Transport children to extracurricular activities and execute household duties and errands

Location : Bantay, Ilocos Sur Philippines  
Job Title : Billing & Collection Officer  
Company : Eagle Vision Inc.  
Duration : September 2013 to January 2019

- Send out notices to overdue accounts.
- Reach out to customers with unpaid debt and attempt to collect from them.
- Keep track of delinquent accounts.
- Make personal visits if necessary to collect debts.
- Advise customers of default consequences and debt repayment policies.
- Negotiate payment schedules
- Advising and maintaining customer files
- Collect payments and post to accounts.
- Prepare collection reports
- Check clients billing status
- Monitor collection flow and clients over dues

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Location : Cubao, Quezon City, Philippines  
Job Title : Assistant Manager  
Company : LEXXUSA Salon & Spa  
Duration : August 2012 – August 2013

- Prepare checks for suppliers
- Assist clients needs
- Prepare payroll for employees.
- Incharge of annual renewal for business permits and licenses.
- Monitors Bank deposits and withdrawals

Location : Cubao, Quezon City, Philippines  
Job Title : Billing Officer/ Credit & Collection  
Company : Readyman Inc.  
Duration : September 2010 – August 2012

- Prepare payroll billings to clients
- Prepare monthly GSI, receive deliveries from suppliers
- Issue items to employees
- Check documents to be send to clients for their billings
- File sales invoice and check vouchers
- Process sales invoice
- Do inventory
- Check items to be send to clients
- Prepare deductions to employees
- Assist purchasing
- Prepare custody report
- File receiving copies, check items availability, provide availability of stock to the purchasing manager and operations manager
- Prepare receiving report for items received
- Prepare delivery report to be send to clients
- Follow up orders to suppliers, issue gate pass, input 13<sup>th</sup> month pay, prepare check vouchers if the accounting assistant is on leave
- Do spot audit with the purchasing manager to manila water consumables, prepare summary of manila water consumables for quotation
- Coordinate to operation department regarding stock status of uniforms, monitor stocks for manila water do the consumables
- Photocopy DTR, payroll summary and billing summary reports.
- Monitor office supplies and at the same time do the ordering
- Monitor receive copies of invoices
- Do credit and collection

Location : San Juan Metro Manila, Philippines  
Job Title : Treasury Accountant  
Company : Gakken Philippines Inc.  
Duration : February 2010 – August 2010

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- Check transmittal for pouching to branches,
- Conduct review of bank recon for minor bank accounts done by the subordinate
- Prepare bidding requirements
- In charge for annual renewal of business permits and licenses
- Monitor replenishments and liquidations
- Handle petty cash fund for employees
- Prepare cash and check vouchers
- Monitor deposit on bid bonds collections
- Monitor and reconcile collection versus deposits made by the treasury assistant
- Check monthly collection report prepared by the treasury assistant
- Prepare disbursement report for the month
- Prepare and submit bank reconciliation
- Prepare summary list of bank balance in a weekly basis to determine available funds in a given period, monitor forex trend and history
- Prepare telegraphic transfer to international suppliers, updating bank balance check cash and check vouchers prepared by the treasury assistant
- Release checks to employees and customers.
- Filing bank confirmations of telegraphic transfer.

Location : Dubai United Arab Emirates  
Job Title : Senior Customer Service Assistant  
Company : Emarat Petroleum Corporation  
Duration : January 2006 – December 2008

- Harmonized shift totals and sup up cash.
- Validate and establish prices of products and apply price stickers.
- Scan and log in the price of products on the system.
- Ensure a neat and well organized checkout areas.
- Give assistance to clients at pos to ensure a pleasant shopping experience.
- Handle refunds and exchanges at register while maintaining a friendly disposition.
- Exhibit products inside and around checkout area.
- Ensure honesty and error free handling of cash.
- Explain specialized information through selling procedures that will promote sales and attain company objectives.
- Obtain and handle payments in accordance with the organization's established procedures.
- Propose products and services solutions to customers.
- Reserving goods at customer's request, as well as controlling or checking the products being bought.
- Bagging or wrapping each of the customer's purchases.
- Do sales promotions on saleable items, and sale recharge cards and salik.
- Check product availability and expiry.
- Do the inventory
- Display products inside the store.
- Promoting friendly atmosphere and efficient customer service.

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Location : Vigan City Philippines  
Job Title : Senior Customer Service Assistant  
Company : JTC Supermarket  
Duration : May 2005 – November 2005

- Check stocks availability and taking orders to suppliers
- Make barcodes
- Do inventory
- Prepare sales report and check products expiry

Location : Makati City Philippines  
Job Title : Billing Assistant  
Company : Scanasia Overseas Inc.  
Duration : October 1999 – December 2004

- Encode purchase orders to customers particularly retail department
- Do credit notes and debit notes, input customers rebates, prepare sales report for top management
- Check delivery reports, do the quarterly and year end inventory at the warehouse, check stocks availability and expiry
- Do transmittal of stocks to warehouse for stocks withdrawal needed for delivery
- Coordinate to deliveryman regarding delivery status
- Coordinate to sales and marketing department regarding discounts and promotions
- File invoices and delivery receipts

Location : Manila Philippines  
Job Title : Accounting Clerk  
Company : United All Parts  
Duration : June 1998 – July 1999

- Encode sales orders to customers
- Collect and sorts invoices and checks
- Keep a thorough record of business transactions and enter data from daily work logs into the company's general ledger system.
- Check stocks availability
- Collect and deposit checks
- Make pricelist and prepare price change if necessary
- Check stocks ready for shipment and delivery.