

NIKKA LAUREN BENIGA

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PROFESSIONAL SUMMARY

Dynamic and results-oriented professional with a strong track record of excelling in multifaceted roles across Administration and Sales. Skilled at delivering exceptional service while seamlessly managing diverse responsibilities, including coordination across departments such as Purchasing, Logistics, Accounting, Finance, Taxation, Billing, and Human Resources. Adept at handling Receptionist duties, managing inbound and outbound correspondence, and ensuring efficient operational workflows. Recognized for exceptional multitasking capabilities and collaborative efficiency in fast-paced environments.

EXPERIENCE

PHILIPPINE SPRING WATER RESOURCES, INC.

Cashier- Encoder Reliever

2015 – 2019

- Monitors daily cash/checks collections and prepares cash/checks deposit.
- Rectifies cashier/tellers blotter against salesman's cash count sheet to monitor salesman remittance.
- Manage all transactions with customers accurately and efficiently.
- Receiving payments and issuing receipts.
- Keeping track of all cash and credit transactions.
- Files validated deposit slips week and monthly prepares reports to be submitted.
- Accurately and efficiently encode all data that needs organizing and recording.
- Confirm that entered data accurately aligns with the original documentation.
- Input, track, and maintain all encoded data and records
- Perform any other office tasks that management requires assistance with (sending count sheet to monitor salesman remittance)
- Responsible for billing issuance.
- Receptionist responsibilities – answers inbound calls, making outbound calls for the company sales, follow-up business transactions and other related matters for the company
- Responsible for releasing and monitoring sales invoice, sales journal book and forward it to Accounting and Taxation Department.
- Records all cash and checks collection and forward it to Finance and Audit Department.
- Conduct Payroll (branch office)
- Perform any other office tasks that management requires assistance to any office department.
- Maintain report logs of in-progress and/or completed work
- Flexible and worked to any department in the company
- Travel to all plants and branch offices Nationwide as needed anytime.

TRENDS & TECHNOLOGIES, INC.

Order Management

2019

- Receive and review Account Managers' client orders.
- Prepare and create new sales orders, update existing sales and follow-up undelivered orders.
- Manage and process customers' orders in SAP system with accuracy and making sure that the customer receives the items on time and in good order.
- Complete the project order confirmation process.
- Monitor and evaluate all order issues
- Handling customer enquiries. Handling back orders and billing.
- Investigate and solve customer licensing/shipping/invoicing queries
- Strong customer service and communication skills
- Process import as well as export orders and the respective shipping processes with prioritization of different shipments.
- Cooperation with the finance department to resolve invoice and pricing issues
- Management of the communication with the sales department and customers
- Monitoring and evaluation of all orders and sales processes as well as preparation of order reports.

2019 – 2023

Business Owner

EDUCATION

ST. JOHN COLLEGE OF BUUG FOUNDATION, INC. - Buug Zamboang Sibugay

Bachelor of Science in Business Administration 2015

Major in Financial Management

SKILLS

Time & Calendar Management	Computer literate	Customer Service.	Microsoft Office
Communication Skills.	SAP System	Attention to Detail	

LANGUAGE

English

Filipino