

CRYSTAL MAE VISTAL

Customer Service and Cost Accountant



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OBJECTIVE:

Proven ability to effectively communicate with customers, addressing their inquiries and concerns while demonstrating experience in problem-solving and conflict resolution. Strong attention to detail and multitasking abilities in fast-paced environments, complemented by excellent organizational skills and efficient task prioritization. Proficient in Microsoft software and other customer service tools.

SKILLS:

- Proficient in Microsoft Office Suite
- Communication skills
- Administrative Support
- Time Management
- Analytical thinking decision-making
- Financial Statement/report

WORK EXPERIENCE:

Cost Accountant

Mar - Aug 2024

BBC & Associates Global, Northgate Alabang, Philippines
Industry: Accounting and Finance

- Recommend cost-saving strategies and process improvements
- Conduct cost analysis to identify potential areas for cost reduction
- Collaborate with various departments to gather data and analyze cost trends
- Develop cost models and forecasting tools to improve accuracy of cost estimates
- Prepare cost reports and present findings to management

Travel Associate

Jun 2022- Aug 2023

IGT Solutions, Alabang Town Center, Philippines
Industry: BPO & Call Center

- Coordinated travel arrangements, including booking flights, accommodations, and transportation. Managed and updated travel schedules, ensuring timely communication of itinerary changes to clients. Resolved customer issues and complaints efficiently, maintaining a positive customer experience.

EDUCATION:

Bachelor's Degree in Communication

Cavite State University, Indang Bancod, Philippines

2019- 2024

General Academic (k+12)

Francisco Osorio Integrated High School, Trece Martires City, Philippines

2017 - 2019

INTERESTS:

Reading books on personal finance and self-improvement: Passionate about continuous learning and staying updated on financial trends and personal growth strategies.

Traveling and exploring different cultures: Enjoy learning about diverse cultures and histories, which enhances my adaptability and open-mindedness.