

REGINE OBISO

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PROFESSIONAL SUMMARY

Experienced professional with 6+ years of expertise in US payroll, administration, and client support, skilled in managing records, ensuring compliance, resolving discrepancies, and maintaining process accuracy. Dedicated to delivering reliable results, safeguarding confidentiality, and contributing to organizational success.

CORE COMPETENCIES

Customer Support | Meeting Coordination | SOP Development | Process Improvement
| Workflow Optimization | Documentation & Reporting | Communication

PROFESSIONAL EXPERIENCE

Technical Support Representative- Subject Matter Expert (June 2019 – May 2026)
Concentrix – Cebu City

- Handled escalations and took over or guided agents through the toughest 5% to 10% of complex customer queries.
 - Coached new hires, managed client updates, prepared daily productivity and quality audit reports, and maintained accurate team documentation.
 - Conducted outbound calls to verify customer correction requests and obtain required reports.
 - Managed multi-state payroll corrections, amendments, compensation adjustments, and tax reconciliations.
 - Handled payroll tax notices, including preparation and resolution of Form 941.
 - Balanced Payroll Detail Reports against Tax and Wage Summary Reports to ensure accuracy.
 - Processed 150+ corrected W-2 forms (W-2C) in compliance with federal regulations.
 - Developed 20+ SOPs and operational processes that improved team efficiency and consistency.
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EDUCATION

Carcar City College – Carcar City (2019)
Bachelor of Science in Office Administration

TOOLS & PLATFORMS

QuickBooks Online Payroll | Google Workspace | Microsoft Office | Slack | Outlook | Zoom
| Microsoft Teams | ChatGPT | Gemini | CapCut | SharePoint

REFERENCES

Marko Nicholas Capuras – Manager, Concentrix
Contact number: 09165516466 | Email address: markonicholas.capuras@gmail.com

Mara Arnoco – Trainer, Freelance Academy
Email address: marawing01@gmail.com

COURSES

QuickBooks Online Advanced (Freelance Academy – June 2026)
Includes Fundamentals of Bookkeeping, Preparation of Chart of Accounts, Bank Reconciliation, QuickBooks Online Functions, Invoice, Bill, and Sales Order Creation