


# SHANE BABE V. CASUYON

*Admin and Bookkeeper VA*




## CONTACT

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 Dasmariñas City, Philippines

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## EDUCATION

**GenSantos Foundation College Inc.**

2013 - 2017

Bachelor's Degree in Accounting  
Technology

## AWARDS & CERTIFICATIONS

- Certified QuickBooks Pro Advisor
- Top Backlog VA - June 2024
- Top Performer Metro by T-Mobile Product Training

## SKILLS

### *Personal Skills*

- Strong attention to detail
- Excellent time management and organizational skills
- Effective written and verbal communication
- Team collaboration and interpersonal skills
- Proactive and self-motivated

### *Technical Skills*

- Microsoft Office Suite
- QuickBooks
- Google Workspace
- Basic Canva Graphic Design

## PROFILE

A highly motivated and versatile professional with a proven track record in administrative support, bookkeeping, and customer service. I am adept at managing multiple tasks, maintaining accurate records, and providing exceptional service to clients. Proficient in various tools and software, I am committed to delivering high-quality work and continuous improvement. I thrive in fast-paced environments and eager in helping businesses streamline their operations and grow.

## WORK EXPERIENCE

BOOKKEEPER VA

**StartVirtual (Remote)**

*March - September 2024*

- Maintain and update financial records, including income, expenses, purchases, payments and bank reconciliation using accounting software like QuickBooks;
- Manage daily administrative tasks such as scheduling, email management, and document preparation;
- Engage to US Client discussing their financial reports.

ACCOUNTING OFFICER

**Graphics Crew Printing and Advertising**

*February 2023 - February 2024*

- Record transactions, payments and expenses and processing invoices;
- Sending out billings, follow-up payments and banking transactions like deposit and withdrawals;
- Manage Philippine government mandatories, processing payroll and performing administrative tasks.

## WORK EXPERIENCE

CSR (TELCO ACCOUNT)

**Igor**

*March - November 2022*

- Handle inbound and outbound customer calls;
- Process service requests for new accounts, upgrades, or cancellations, assist with billing inquiries and process payments or refunds;
- Resolve customer complaints in a professional manner.

PAYROLL ASSOCIATE

**Analog Devices, Inc.**

*January 2021 - January 2022*

- Resolve payroll discrepancies and answering any employee payroll queries via telephone, email and chat;
- Prepare loans computation of employees for deductions using a database;
- Prepare government-related certifications to employees.

CSR (COLLECTION ACCOUNT)

**Genpact Services, LLC**

*December 2019 - November 2020*

- Manage inbound and outbound calls to account holders.
- Courteously contact customers and explained debt management to encourage timely debt payments.
- Process payments and refunds quickly to maximize efficiency and meet performance targets and initiate on alternative payment plans for customers' convenience.

BOOKKEEPER

**Cannery Multi-Purpose Cooperative**

*April - November 2019*

- Record daily financial transactions;
- Processed accounts receivable/payable, assisted payroll and printed checks for payment transactions;
- Maintain accurate and organized financial records, ensuring all transactions are documented and stored properly.

OFFICE STAFF - ADMIN

**Dole Philippines, Inc.**

*August 2017 - December 2018*

- Performed clerical duties including data entry, filing, and completion of simple forms.
- Manages calendars and schedules appointments,
- Assisted in facilitating internal and external company events, like company anniversary, community service, etc.

## REFERENCES

Available upon request.