

FLORISSA SANORIA

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EXPERIENCE

Accountant/Bookkeeper -Seaway Australia

May 2023 - Present

The House of IT

- Ensure timely and accurate invoicing, reconciliation, and monitoring of payments, resolving any billing or payment discrepancies while maintaining positive relationships with customers
- Enter data from source files (invoices) and documents into Excel templates and into the accounting system ensuring accuracy and maintaining the required speed by following standard operating procedures (SOPs)
- Collaborate with counterparts and respond to queries via email, call, or MS Teams observing good email etiquette

Customer Service Representative

June 2021 - April 2023

Cognizant Technology Solutions Philippines, Inc., Cebu

- Ensured order taking accuracy and answered customer queries
- Helped store owners reached daily sales target
- Assisted customer in processing refunds by directing them to correct departments

Technical Advisor II

August 2019-March 2020

Concentrix, Cebu

- Provide technical troubleshooting to QuickBooks Desktop users
- Assisted customers with their daily bookkeeping and bank reconciliation
- Assisted sales department by generating leads

AREAS OF EXPERTISE

MS Excel (Macro, Power Pivot, Power Query), MS Outlook, MS Teams, Cargowise, QuickBooks, Xero Google Workspace

EDUCATION

Bachelor of Science in Accountancy (2019)

Saint Joseph College Maasin City, Southern Leyte 6600

CHARACTER REFERENCE: Available upon request