



DURICKSON ALKIE S. PICHAY

FINANCE AND ACCOUNTING ASSOCIATE

0956-1307015

duricksonalkie.pichay@gmail.com

179 Marseilla St., Bagbag 2, Rosario, Cavite 4106

PROFILE

33 year old Business Management graduate with progressive interest in the field of Finance and Accounting and has a strong background with business operations. I seek more experience in my newly chosen career path to explore and continue learning.

I desire to be part of an organization that will help me grow which greatly improves my dedication and commitment towards my work. I am eager to contribute the experience and work ethic that I have gained through my recent professional career and show my value while gaining new perspective in today's evolving industry.

PROFESSIONAL SKILLS

- Data and Information Management via Microsoft Office (Word, Excel, Access, etc.)
- SaaS Customer Service Experience (Zendesk)
- Xero and Quickbooks Accounting Softwares Experience (3-6 months)
- Microsoft Power BI for Performance Monitoring (3 months)
- Automotive Diagnosis and Servicing

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE (FINANCIAL ACCOUNT)

(November 2023 - Present)

ECENTERPRISES Group Manila Inc, Makati City

- Provides detailed information to customer inquiries about the products and services offered, account transaction history, and troubleshooting steps for issues or other system concerns for a Fin Tech account via multiple channels (live chat and emails.)
- Engages to customer's requests or disputes emphatically to achieve desired resolution while following client policies and SOPs.
- Proactively provides account management where concerns are identified and addressed in a timely manner ensuring customer success.
- Works closely with designated team to reach collaborative success and meet weekly / monthly performance SLA outcome.

FINANCE AND ACCOUNTING DEPARTMENT INTERN

(February - June 2023)

1-Pentagon Credit and Lending Corporation, Malate, Manila

- Processed documents (E.g. transaction receipts, invoices, etc.), client profiles and portfolios into their respective databases. Assisted with the transition of records from traditional to online accounting software (Xero)
- Became part of the Recovery Department and help kept track of customer accounts. Assisted in processing legal documents and short mobile and field collection exposure.

OPERATIONS

(2013 - 2023)

Prestige Auto Care Center, Kawit, Cavite

- Supervised automotive services and parts advising, managed customer service record database and shop inventories via MS Excel and Access. Liaised in automotive insurance processes and claims.
- Assisted on bookkeeping and keeping track of other financial records (manual and MS Office). Monitors up-to-date service records and local business compliance.

EDUCATION

BS IN BUSINESS ADMINISTRATION MAJOR IN FINANCIAL MANAGEMENT
San Sebastian Collete-Recoletos de Cavite, Cavite City

(2019 - 2023)

BS IN MECHANICAL ENGINEERING (UNDERGRADUATE)
Mapua University (Formerly Mapua Institute of Technology), Intramuros, Manila

(2008 - 2013)