






JOHN BARAX MARCELLANA


Credentialing Specialist / Virtual Assistant /
Accounting Associate / Bookkeeper

Goal-oriented professional with a background in accounting and four years of customer service experience. Assisted in financial document processing, disbursement tracking, and record-keeping while ensuring efficient workflow. Seeking to leverage my expertise and advance my career.

Contact

-  +63 909 465 6119
-  jbrmarcellana@gmail.com
-  Naga City, Camarines Sur

Education

-  **BS BA Accounting
Information Management**
Ateneo de Naga University
2020-2024

Expertise

- Customer Service & Client Relations
- Strong Attention to Detail & Accuracy
- Proficiency in Microsoft Office Suite
- Google Suite Expertise
- Quality Assurance & Process Improvement
- Inbox & Email Management
- Compliance & Regulatory Adherence
- Proficient in Accounting Software (e.g., QuickBooks and Smartbook)

Reference

Eric Kabigting

Former Supervisor, Quantrics Inc.
+63 927 870 1563

Marie Arceo

Former Senior Supervisor, CareRev
+63 917 907 6945

Work Experiences

Credentialing Specialist

CareRev

03/2022 - 03/2025

As a credentialing specialist, I am dedicated to providing a seamless and supportive onboarding experience for professionals. I assist with credential inquiries and guide them through each step, both before and after they are hired. By addressing their needs promptly and professionally, I aim to deliver outstanding customer service that builds trust and confidence, ensuring they feel comfortable reaching out to us whenever they need support

HR Assistant

NeoWork

11/2023 - 03/2024

My responsibilities include meticulously logging employee hours, promptly flagging any late log-ins for immediate attention. I maintain open communication with team leaders, providing regular updates on their supervised employees' attendance status. Additionally, I play a vital role in accurately plotting leave schedules, ensuring careful documentation of both billable and non-billable hours for optimal organizational efficiency.

Accounting Intern - Cash Section

Department of Agrarian Reform

06/2023 - 09/2023

Assisted in handling and delivering financial documents, sorting and organizing disbursement vouchers, and maintaining accurate records by stamping and categorizing paid transactions. Collected procurement monitoring forms to track compliance and facilitated efficient document routing to support seamless communication and workflow. Gained valuable experience in financial management and administrative processes.

Billing Customer Service Specialist

Bell Canada

04/2019 - 07/2020

As a Customer Service Representative at Quantrics Inc, which is an in-house outsourcing company of a telco based in Canada, I played a key role in delivering exceptional service to our telecommunications customers within the Billing Department. My responsibilities included addressing billing inquiries, resolving payment issues, and ensuring overall customer satisfaction.

Certificates

SAP Business One

2021

Smartbooks and Power BI

2023

Introduction to Project Management

2022

Certified Accounting Technician

2023 - Level 1 Exam Passer