Jaypee Esnardo

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PROFESSIONAL SUMMARY

I am a highly motivated individual who is organized, resourceful, and flexible. My strength includes the ability to learn quickly with less supervision, can work under pressure, and a team player. I am also a hardworking person who always strives to work smart and is always willing to embrace changes for the betterment of the organization. And for over 13 years of work experience, I have developed strong enthusiasm and dedication toward providing customer service.

SKILLS AND COMPETENCIES

- Credit and Collection
- Merchandising
- Customer Service Skills
- Negotiation
- Time Management and Risk Management
- Planning, Organizing, and Coaching
- Administrative and Clerical

- Business Process Management (BPM)
- QuickBooks (Invoicing and Quotation)
- Microsoft Office Suites (Word, Excel, Power Point, Outlook)
- Point of Sale (POS)
- Critical Thinking

WORKING EXPERIENCE

Sales Advisor – December 2023 – Present

Al Maya Global LLC (Borders Store), Dubai, UAE

- Responsible for providing exceptional customer service by greeting customers, understanding their needs, and offering personalized recommendations for books, toys, and other items based on their preferences.
- Processed sales transactions efficiently using the store's POS system, handled returns, exchanges, and refunds according to store policies, and upsold related products to increase sales.
- Responsible for inventory management by stocking shelves, arranging displays, monitoring inventory levels, and communicating restocking needs.
- Received and unpacked new stock, priced and labeled merchandise, and ensured products were visually appealing.
- Maintained a clean and organized store, including orderly bookshelves, toy displays, and checkout areas.
- Prioritized customer satisfaction by building relationships with regular customers, addressing concerns, resolving complaints, and escalating issues to management when necessary.
- Build lasting relationships with regular customers and offer personalized recommendations.
- Address customer concerns, resolve complaints, and escalate issues to management if necessary.
- Educating customers on product features and benefits, enhancing the overall shopping experience, and contributing to the success of the bookstore.

Account Receivable Assistant – Freelance

Remote, Dubai, UAE - October 2023 – Present

- Generating and issuing accurate customer invoices based on sales orders, contracts, or agreements, and ensuring proper documentation for all invoicing activities.
- Recording and applying customer payments through various methods, preparing and reconciling daily, weekly, and monthly reports of received payments, and tracking outstanding receivables.
- Following up on overdue accounts, communicating with customers to resolve overdue payments and billing discrepancies, and assisting in preparing aging reports to monitor overdue balances.
- Reconciling customer accounts to ensure proper payment application and identifying discrepancies, investigating, and resolving any issues related to payment discrepancies or unposted payments.
- Maintaining accurate records of transactions, payments, and customer communications, assisting with filing and documentation, preparing regular accounts receivable reports and updates for management, and contributing to end-of-month closing procedures.

Credit Controller and Accounting Clerk - March 2022 – August 2023

First Standard Finance Corporation, General Santos City

- Greets and assists clients on their inquiries and Evaluates loan application requirements.
- Conduct credit investigation on the applicants and appraised unit collateral of the applicant.
- Briefing clients on the company's policy
- Generate aging reports to track outstanding receivables and report on collections progress.
- Provide regular updates to management on receivables status, cash flow forecasts, and any potential issues with customers.
- Ensure compliance with company policies and legal regulations regarding invoicing, payments, and financial records.
- Maintain accurate and up-to-date records of all customer transactions.

Credit and Account Receivable Controller – April 2013 – November 2021

Radiowealth Finance Company, Inc., General Santos City

- Handled big ticket accounts (cars, trucks and real estate) and micro loans (motorcycle and SME loans)
- Conduct Dealer's visit, build network for referrals, and market in social media to generate leads.
- Conduct credit investigation on the new and old customers
- Negotiating detailed contracts and bespoke packages for big ticket customers.
- Follow up with customers on overdue invoices through phone calls, emails, or letters.
- Negotiate payment terms and manage any disputes regarding unpaid balances.
- Prepare and issue accurate invoices to customers based on sales orders, contracts, or agreements.
- Ensure invoices are sent promptly and contain all necessary details, such as payment terms and due dates.
- Record and apply payments received from customers in the accounting system.
- Monitor accounts for overdue payments and ensure timely collection of receivables.
- Reconcile customer accounts, ensuring that all payments, credit notes, and other adjustments are correctly applied. Investigate and resolve any discrepancies in accounts.
- Build and maintain positive relationships with customers, responding to inquiries about billing and account status.
- Address customer complaints and resolve disputes related to invoicing and payments in a professional manner.

EDUCATIONAL BACKGROUND

BACHELOR OF SCIENCE IN COMMERCE MAJOR IN MANAGEMENT
NOTRE DAME OF MARBEL UNIVERSITY – 2006 – 2010

AWARDS

- ❖ Credit and Collection Investigator of the year – Fiscal year 2019-2020
  - Top 1 in Booking and Collection in the whole Philippines

PERSONAL INFORMATION

Date of Birth: April 5, 1990
Civil Status: Single
Visa Status: Employment
Nationality: Filipino
Gender: Male
Languages: English, Tagalog