Jennifer Mirafuentes

Operations & Administrative Specialist | Bookkeeper

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Resourceful Bookkeeper and Operations Specialist with 10+ years of experience managing financial accounting, high-volume event logistics, executive travel, and multi-channel administrative support. Proven track record in managing accounts payable/receivable, cash float liquidations, and monthly audit-ready reconciliations with 100% accuracy. Highly adaptable, fast learner who builds custom AI tools to automate operational reporting and event registration platforms scaling to 1,600+ attendees.

WORK EXPERIENCE

The Church in Cebu City
Sept 2020 – Oct 2026

Operations Administrative Specialist & Bookkeeper

Prepare monthly audit-ready financial statements in ERP systems with 100% accuracy. Manage invoices, AP/AR, petty cash, approved cheque liquidations, and reconcile remittances from 57 localities. Built a custom AI-driven registration platform for 1,600+ national event participants to track demographics, real-time arrival stats, and prioritize payment rooming allocations. Manage senior executive support & travel (bookings, credit card expense tracing, flight monitoring, and boarding passes), route multi-departmental task lists, and coordinate inventory delivery verifications.

Teletech-Telstra Act
Oct 2016- Oct 2017

Billing Consultant

Ranked #1 in team performance metrics by resolving complex customer billing disputes, uncovering systemic discrepancies, and cutting overall billing errors by 15%.

Convergys
July 2012 - May 2015

Customer Representative

Accelerated order fulfillment using Amazon management systems, maintained a 95% return accuracy rate, and expertly navigated complex insurance policies of Bluecross & Blueshield and claims to maximize customer satisfaction.

AegisPeople Support
Sept 2011 - June 2012

Travel Customer Service

Leveraged backend airline systems to streamline flight reaccommodations, resolving complex travel issues and achieving a 95% customer satisfaction rate.

EDUCATION

University of San Carlos
2006 - 2018

BSED Major in English

Completed 320 hours of student teaching, designing interactive English curricula that improved students' critical thinking skill and comprehension.

CORE COMPETENCIES

- **Financial & Operational:** Accounts Payable, Accounts Receivable, Bookkeeping, Bank Reconciliation, Month-End Close, Invoice Processing, Cash Liquidation, Budget Estimates, Event Logistics, Executive Travel Coordination, Calendar & Schedule Management, Inventory Tracking.

- **Software & Systems:** QuickBooks, Xero, Google Workspace, MS Excel, ClickUp, Monday.com, AI Automation Tools, Custom HTML/JS Web Systems, Canva, Airline Reservation Systems.

REFERENCES

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