

PAULINE DE GUZMAN LUCENA

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PROFESSIONAL SUMMARY

Detail-oriented Accounting Support Virtual Assistant (VA), QuickBooks Online Certified ProAdvisor, and Xero Certified Associate with 3+ years of hands-on experience in accounts payable and receivable, bank and credit card reconciliation, invoicing, expense tracking, vendor management, and financial report generation across multi-entity environments. Managed high-volume AP workflows in NetSuite and SAP, processed month-end close across three corporate entities, and maintained zero-error reconciliation records for multiple bank and credit card accounts. Proficient in QuickBooks Online, Xero, Google Sheets, and Microsoft Excel, with a proven ability to work independently as a remote bookkeeping and accounting VA, communicate proactively with stakeholders, and deliver audit-ready books with minimal supervision.

CORE COMPETENCIES

Accounts Payable & Receivable · Bank & Credit Card Reconciliation · Invoicing & Billing
Payment Tracking & Follow-ups · Bill Logging & Scheduling · Expense Report Compilation
General Ledger Maintenance · Month-End Close & Journal Entries · Catch-Up & Clean-Up Bookkeeping
Financial Report Generation · Data Entry & Data Clean-up · Audit Support & Document Management
Vendor Management & Onboarding · QuickBooks Online & Xero Bookkeeping · Remote & Virtual Bookkeeping Support

CERTIFICATION

QuickBooks Certified ProAdvisor | Intuit / QuickBooks *Active*
Certified by Intuit to set up, manage, and optimize QuickBooks accounts for small business clients — covering bookkeeping, invoicing, bank feeds, reconciliation, reporting, and payroll.

Xero Certified Associate — Level 1 | Xero *Valid through 06/07/2027*
Certified by Xero as an Associate — validating core proficiency in Xero accounting software, including bookkeeping, invoicing, bank reconciliation, and financial reporting.

Civil Service Examination Passer — Certificate of Eligibility | Civil Service Commission (CSC), Philippines *Active*
Passed the Philippine Civil Service Examination and holds a Certificate of Eligibility — demonstrating proficiency in professional competencies, work ethics, and government-recognized standards of excellence.

TOOLS & SYSTEMS

ERP & Accounting: QuickBooks Online (Certified ProAdvisor) · Xero (Certified Associate) · NetSuite · SAP · Acumatica · FloQast

Productivity: Google Workspace (Docs, Sheets, Drive, Calendar) · Microsoft 365 (Word, Excel, Outlook, OneDrive)

Communication: Slack · Gmail · Outlook · Microsoft Teams · Google Meet

AI & Automation: ChatGPT · Google Gemini · Claude · Google Apps Script

PROFESSIONAL EXPERIENCE

Accounting Analyst | Mailtech Marketing Services

April 2025 – Present

Client Accounts: *Q1 Media · OpenMoves · Crucial Interactive*

Remote · Outsourced accounting support across three North American digital media entities

- **Managed full-cycle accounts payable** across three corporate entities — matching vendor bills to journal entries, authorizing payments in NetSuite and SAP, and onboarding new vendors — maintaining **audit-ready records** with zero posting errors.
- **Performed weekly and monthly bank reconciliation** and **credit card reconciliation** for BMO Mastercard, resolving discrepancies and ensuring **general ledger** accuracy across all entities.
- **Handled accounts receivable** collections by monitoring past-due balances, distributing weekly **AR aging reports** to sales representatives, and processing invoice write-offs and overpayment applications.
- **Executed data entry** of manual standard, recurring, and adjusting **journal entries** in NetSuite — including prepaid amortizations, reclassification entries, and reversals — as part of the **month-end close** cycle.
- **Compiled expense report** data through wage cost allocation files and posted corresponding cost center entries in NetSuite, supporting accurate departmental **financial reporting**.
- **Organized audit support documentation** for the MNP Audit, attaching source files and screenshots to audit samples — demonstrating strong **attention to detail** and document management skills.
- **Maintained month-end close** checklists in FloQast and uploaded finalized **bank statements**, credit card files, and unapplied payment records to secure shared repositories.

Accounting Analyst | Mailtech Marketing Services

March 2024 – March 2025

Client Account: *Ubiquity*

Remote · Outsourced financial operations and reporting support in a digital media and adtech environment

- **Imported credit card transactions** for multiple accounts into NetSuite daily, maintaining corresponding **Google Sheets** reconciliation ledgers and YTD tracking databases for accurate **bookkeeping** records.
- **Performed end-of-month credit card reconciliation** across multiple sources, conducting **data clean-up** and discrepancy audits to ensure complete and accurate financial records.
- **Generated and compiled daily financial reports** — including revenue, gross profit, and **cash flow** dashboards — providing leadership with actionable business insights and trend analysis.
- **Maintained cash flow tracking** logs and updated NetSuite credit card templates consistently, providing real-time visibility into company spending and outstanding balances.
- **Managed end-to-end vendor setup** for new credit card accounts in NetSuite and YTD tracking sheets, performing accurate **data entry** and maintaining complete vendor records.
- Tracked network commission sheets and daily report graphs to evaluate operational trends and surface performance variances for leadership review.

Credit Assistant | One Samex Development Corporation

May 2023 – February 2024

Credit evaluation, client onboarding, and AR support for a regional distribution company

- **Conducted client credit evaluations** and **payment tracking** reviews, contacting trade references and compiling formal CI reports to support client approval decisions.
- **Performed data entry** and maintained client information across ERP systems, **Google Sheets** databases, call logs, and credit ledgers — keeping records current and **audit-ready**.
- Coordinated with Area and District Sales Managers to process new client approvals, monitor pending orders, and update approved credit terms, supporting both **AR management** and **billing** workflows.

Treasury Intern | MD Juan Enterprises, Inc.

August 2022 – November 2022

Full-cycle AP, payroll support, and cash management for a trading company

- **Processed full-cycle accounts payable** documentation — RFP preparation, voucher payable printing, and supplier payment release — handling **receipt management** with proper BIR Form 2307 acknowledgement.
- **Maintained the Maxi Checks Report and CDV Excel** tracker for all released and unreleased supplier payments, performing daily **data entry** and **bill logging** across multiple vendor accounts.
- Supported payroll timekeeping by reviewing employee DTRs, computing hours and overtime, and encoding summaries into the Alpha List workbook, ensuring accurate **expense report compilation** across daily, weekly, and monthly periods.

- **Updated CBS and PNB check book registers**, recording cancelled and stale checks and maintaining real-time **cash flow tracking** for two active bank accounts.
- **Prepared journal entries** for deferred input VAT, supplier advances, and AR collections — contributing to clean, complete **general ledger** records throughout the internship.

EDUCATION

Bachelor of Science in Accounting Information Systems (BSAIS)

2019 – 2023

University of Caloocan City · **Dean's Lister, 1st – 4th Year**

REMOTE WORK READINESS

Internet: *Primary: Speed X Fiber 250 Mbps | Backup: Converge Fiber 100 Mbps | Backup: Smart 5G Mobile Hotspot*

Power Backup: *KOI Solar Power Supply (3-hour backup)*

Equipment: *MSI Thin 15 B12UC | Dual Monitors | Noise-Cancelling Headset | HD Webcam*

Workspace: *Dedicated Home Office | Quiet Environment | Professional Video-Call Background*

Availability: *Full-Time | Flexible across US (EST/PST), UK (GMT), AU (AEST) time zones*

LANGUAGES

English: *Fluent / Proficient*

Filipino: *Native / Fluent*