

# Roxanne Petil

## Certificate III in Individual Support

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## OBJECTIVE

At present, I'm pursuing a Certificate III in Individual Support with a goal of earning a Diploma in Community Service. With six years of accounting and customer service experience, I have a strong work ethic. My great desire to learn new things, together with my effective communication, time management, and organisational skills, make me a valuable asset to your company.

## ABOUT ME

### UNIT PROGRAMS

HLTAAP001 Recognize healthy body systems	CHCLEG001 Work legally and ethically
CHCDIV001 Work with diverse people	CHCAGE001 Facilitate the empowerment of older people
HLTINF001 Comply with infection prevention and control policies and procedures	HLTWH5002 Follow safe work practices for direct client care
	CHCCC5011 Meet personal support needs

### CORE SKILLS

Disability Support  
Customer Service  
Bookkeeping  
Tax & Financial Reporting

### AWARDS

Employee of the Year,  
CloudCfo Inc. 2020  
Employee of the Month,  
CloudCfo Inc. July 2020

## EXPERIENCE

### Team Member, Boost Juice - Marsden Park

January 2023 - present

As a Team member, my responsibilities include taking orders through the POS System, prepare and serve the food, dishwashing, and maintain cleanliness of the restaurant. I was able to maintain good customer relationship by ensuring that repeating customers were properly acknowledged and assisted. I also took the initiative to assist my co-workers during off-peak hours.

### Tax Accountant, KSDT & Co.

September 2021 - December 2022

As a U.S Tax Accountant, I thoroughly calculated tax dues and prepared tax forms by applying federal, state and city tax laws and regulations. In addition, I diligently prepared financial statements to ensure that the clients will get high-quality reports.

### Senior Accountant, CloudCfo Inc.

August 2018 - September 2021

As a Senior Accountant, I diligently prepared and reviewed financial statements to ensure that the clients will get high-quality reports to be used for management decisions. In addition, I also led two associates and ensured that the workplace remained collaborative at all times. In 2020, I was awarded as the first Employee of the Year.

### Accounting Staff, Union Pacific Ace Industries Inc.

April 2016 - August 2018

My main roles included communicating with suppliers, forecasting and budgeting for weekly payables, assisting with payroll, calculating tax dues and preparing financial report. I also took part in making sure that the company's labor workers were properly assisted with their benefits and payroll concerns.

### Customer Service Representative, Convergys Philippines

November 2013 - January 2016

As a customer service representative, I efficiently assisted customers with their billing and after-sales concerns through high level of professionalism and empathy. I was also successful in getting high customer ratings and was able to de-escalate situations. In less than 2 years, I was trained to become a senior representative.

## EDUCATION

### Certificate III Individual Support

Linx Institute - Sydney,  
NSW  
present

### Bachelor of Science in Business (Accounting)

Jose Rizal University-  
Manila, Philippines  
2016

## REFERENCES

Available on request.