

# JAY FELIZARIA

COLLECTIONS SPECIALIST | FINANCE & CREDIT | CUSTOMER SUPPORT

Philippines | Open to Remote / Work-From-Home Opportunities | 09765555463 | jayfelizaria1997@gmail.com

## PROFESSIONAL PROFILE

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Finance and Credit professional with 6 years of experience across account management, credit investigation, customer support, account follow-up, payment concerns, and financial account handling. Strong in past-due account follow-up, client communication, documentation, problem solving, and maintaining organized records. Brings a practical, professional approach to collections, account recovery, accounts receivable support, and financial customer service.

## TECHNICAL SKILLS & STRENGTHS

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|-----------------------------------|-----------------------------------------|
| • Past-Due Account Follow-up      | • Documentation & Record Management     |
| • Collections & Payment Follow-up | • Data Entry & Spreadsheet Organization |
| • Account Recovery Support        | • Financial Information Handling        |
| • Account Monitoring              | • Email, Chat & Phone Communication     |
| • Client Communication            | • Confidential Information Handling     |
| • Issue Resolution                | • Microsoft Office / Google Workspace   |
| • Credit Investigation            | • Problem Solving                       |

## PROFESSIONAL EXPERIENCE

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### Networking and Account Specialist

Present

*i-MPC — Philippines*

- Manage client accounts, inquiries, service requirements, and account-status follow-ups.
- Monitor pending requirements and unresolved concerns, coordinating appropriate action to keep accounts moving.
- Communicate professionally with clients about account processes, payments, requirements, and concerns.
- Identify account issues and apply practical problem-solving to support account handling and customer relationships.
- Maintain accurate customer records and handle confidential account information responsibly.

### Credit Investigator / Account Officer

*13A Lending Investor — Philippines*

- Conducted credit investigations and gathered information required for account and credit evaluation.
- Reviewed client information and supporting documents for completeness, accuracy, and account assessment.
- Managed assigned financial accounts and maintained organized customer records and documentation.
- Followed up with clients regarding account requirements, payment concerns, account status, and other financial matters.
- Monitored account activities and maintained accurate records to support timely account handling.
- Applied client communication, account monitoring, and follow-up skills relevant to collections and account recovery.

### Checker

*Prince Distribution Center — Bad-As Branch, Philippines*

- Verified items, quantities, and supporting records for accuracy.
- Identified discrepancies and coordinated corrections while maintaining organized documentation.

### Delivery Rider

*Foodpanda — Philippines*

- Managed multiple deliveries while maintaining accuracy and timely completion.
- Communicated directly with customers and handled delivery concerns professionally.
- Used mobile applications and digital tools for order management, navigation, and communication.

## EDUCATION & QUALIFICATION

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**Asian College Foundation** — College Level

Bachelor of Science in Radiologic Technology | 2015–2017

## TARGET ROLES

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Collections Specialist • Account Recovery Specialist • Collections / Account Support VA • Accounts Receivable Assistant • Credit VA • Financial Customer Service Representative • Account Specialist