

MELANIE FELICIANO-BASCO

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PROFESSIONAL EXPERIENCES

ABLE SERVICES

Billing Specialist

October 2012 to September 2013

Contractor: Accountemps

- Receives numerous job orders for invoice processing from various Able stations within California and out of State regions.
- Creates 30 to 70 invoices, daily, utilizing MAS200.
- Critical in assigning tax codes for every State, governed with different tax rates.
- Prepares, review and sends finalized invoices through client's preferred method.
- Identifies and resolves billing complaints in an accurate and timely manner.
- Process credit memo for any changes in billing, with Billing Manager's authorization.
- Adheres to the Company's Guidelines and Regulations with strictest confidentiality.

INTERCONTINENTAL MARK HOPKINS - SAN FRANCISCO

Accounting Clerk for Individual Reservations

September 2012 to October 2012

Contractor: Accountemps

- Tasked to handle Accounting-related matters for Individual Reservations/Bookings.
- Answers Guests/Clients inquiries, disputes via email, facsimile or through phone.
- Managed heavy phone calls related to folio receipt requests, payment disputes and adjustments.
- Thoroughly researched all billing disputes for proper resolution of an open case.
- Creates credit adjustments accordingly, per approval by the Manager in charge
- Apply third-party payments for an upcoming guest via credit card authorization form.
- Process invoice of checked-out guest/s and submit to Clients' email or fax for Billing.
- Initiates Collections, by making a follow up email to Clients for aging payables
- Handled Administrative and *ad hoc* tasks as required by the Asst. Financial Controller

INTERCONTINENTAL MARK HOPKINS - SAN FRANCISCO

Accounting Clerk for Group Bookings

May 2012 to September 2012

Contractor: Accountemps

- Assigned to be the backup of the AR Clerk to handle complex task for Group Bookings
- Handled Full cycle Accounts Receivable for the Accounting Department
- Created and assigned new accounts for group contacts using Opera systems.
- Attended resume meeting with the Inter-Departmental Managers to discuss upcoming events
- Prepared, Audited and Submitted final invoices to Sales Managers for approval
- Applied Client payments via Wire, Check or in Credit Card form
- Handled Billing by submitting finalized invoices to Clients via email.
- Initiated follow-up Collections for aging payables from past events.

HILTON SAN FRANCISCO FINANCIAL DISTRICT

Executive Administrative Assistant / Bookkeeper

April 2011 to June 2011

Contractor: Creative Financial Staffing

- Receive, screen and route telephone calls for the Executive members in the office
- Coordinated and schedule the Managing Director's various appointment and meetings; organizing and disseminating calendar of events.
- Assisted visitors, clients, couriers and other office staff, promptly and professionally.
- Communicated with partners, Senior Management, other departments and outside agencies to coordinate activities, process requests and exchange vital information
- Handled complex reservations and travel arrangements for the Management.
- Generates crucial Daily, Weekly and Monthly financial reports as required by the Chief Accountant of the company
- Assisted with the Accounts Receivable and Accounts Payable of the company
- Accepts, sort and route incoming mail as well as proper handling and documentation for any outgoing mails

EMERSON ELECTRIC ASIA LTD ROHQ

Senior Accounts Receivable Specialist - Cash Applications Level III

March 2005 to June 2010

- Processed cash receipts from lockboxes, create batches and apply them to the division's in-house system, in an accurate and timely manner.
- Handled daily cash application of approximately 1,500 invoices or 300 checks, ACH, wires, Letter of Credit, Inter-company payments and other electronic payments combined
- Utilized Oracle to handle all Cash Applications, write-offs, charge backs, short and over payments of the customers.
- Resolved accounting issues, disputes and other AR related concerns by analyzing problems, communicating with the clients, while collaborating with the Sales Team, Customer Service, and Warranties Department.
- Administered Cash Balancing, Bank Reconciliation, Month-end closing & Financial Reports.
- Responsible to send crucial daily & monthly AR reports to the Credit Manager & Director
- Trained newly-hired employees to be familiarized with AR operations
- Assigned to be the backup associate for the AR Department to ensure daily work production is not compromised. Used SAP to process all the AR for the other Emerson division
- Commended and awarded as "Best Cash Applications Specialist" by CFO for the substantial timeliness and accuracy of cash application for the Emerson Motor Division

SKILLS

- MAS200 and Opera Proficient
- Oracle, Get Paid and JD Edwards AS400 Expert
- Adept in QuickBooks and SAP
- Professional in Microsoft Office software
- 10-Key Touch
- Keen to details
- 55 wpm typing speed