



WILLY FRESNOSA

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◦ DETAILS ◦

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◦ SKILLS ◦

Time Management

Adaptability

Customer Service

Ability to Multitask

Ability to Learn Quickly

👤 PROFILE

As a dedicated Finance and Accounting professional, I possess a wealth of experience in a variety of essential tasks, including expertly managing cash handling, conducting bookkeeping with utmost precision, and maintaining impeccable records. My expertise extends far beyond these crucial areas, as I have also honed my skills in a range of complementary fields, making me a well-rounded and versatile asset to any organization.

📁 EMPLOYMENT HISTORY

Critical Services Office Project Coordinator at Purehealth (the largest integrated healthcare network in the United Arab Emirates), Abu Dhabi

March 2023 — April 2023

- As a key member of Purehealth's critical services office project, I was one of the focal persons that led the assessment of space and area utilization in multiple hospitals and healthcare facilities across different emirates of the UAE. Working closely with colleagues from SEHA and other healthcare providers, I was able to identify opportunities for improving space utilization. My contributions to this project demonstrate my ability to work collaboratively with others, analyze complex data, and drive measurable results.
- I successfully completed the project within a tight timeframe, leveraging my strong organizational skills and ability to work efficiently under pressure. By providing comprehensive data and insightful recommendations, I was able to deliver tangible results for the organization that would hopefully be useful in the future for increased efficiency. My work received positive feedback from top management, who noted that my contributions were critical to the project's success. This feedback is a testament to my ability to deliver high-quality work that drives measurable outcomes.

COVID-19 PCR and Vaccination Program Personel at SOMERIAN HEALTH (formerly MediQ), a subsidiary of Tamouh), Abu Dhabi

January 2021 — December 2022

- Played a vital role as a member of a team of Covid-19 responders deployed to various locations within Abu Dhabi, contributing to the successful implementation of the PCR and Vaccination Program.
- Provided essential support to the team's daily operations, including overseeing the preparation and management of daily stocks and materials, ensuring a seamless flow of operations across all assigned locations, and ensuring the accurate and proper accounting of all specimens collected from sites for delivery to the laboratory.
- Functioned as a dedicated focal point for handling patient inquiries and complaints across all locations, quickly attending to their needs with prompt responses and alternative solutions to ensure their satisfaction.
- Demonstrated outstanding problem-solving skills and a keen attention to detail, efficiently resolving issues such as delayed results and wrong entries, and maintaining excellent communication with laboratory and management staff.

- Collaborated effectively with team members to achieve program objectives, while consistently upholding a high level of professionalism and a strong commitment to providing exceptional patient care.

Sales and Service Officer at UAE EXCHANGE CENTRE, Al Ain

December 2019 — January 2022

- Demonstrated exceptional skills in providing international and local remittance services, as well as foreign currency exchange transactions, ensuring that customers receive fast, efficient, and accurate services.
- Consistently delivered top-notch customer service, including providing payment solutions for credit cards, utilities, and loans, as well as smart pay services for salary withdrawal, and responding to customer inquiries in a timely and professional manner.
- Generated daily reports of all cash transactions, maintaining accurate records of all financial activities, and never incurring any significant cash excess or shortages.
- Effectively cross-sold other company products and services to existing and potential customers, driving additional branch and company income, and contributing to the company's overall growth.
- Demonstrated a strong willingness to take on additional responsibilities, performing other ad-hoc tasks required by management to support daily operations of the branch, while maintaining a high level of professionalism and dedication to delivering exceptional customer service.

Treasury Assistant at MAINSTREAM BUSINESS INC. – SM DEPARTMENT STORE (BIGGEST SHOPPING MALL IN THE PHILIPPINES), Naga

May 2017 — August 2019

- Distinguished as an exceptional Coin Custodian, maintaining 100% availability and supply of coins to support daily transactions of the store, especially during peak season and store sales. This resulted in the smooth flow of operations and customer satisfaction.
- Ensured that all petty cash expenses were properly spent and liquidated, as the Petty Cash Fund Custodian. This demonstrated strong attention to detail and accuracy in handling financial transactions.
- Effectively handled, disposed, and released non-cash items left by customers and employees as the Items Left by Customer and Employee Custodian, resulting in an organized and efficient system.
- Received all cash turn-over at the end of each day from counter supervisors and cashiers, with no record of fund shortages or missing cash, demonstrating strong accountability and reliability.
- Prepared daily cash deposits for bills payment transactions and assisted in determining daily cash deposits for sales transactions, consistently finishing the work earlier than the daily deadline, and commended for excellent time management skills.
- Deployed as a teller in the foreign currency exchange and remittance counters, exhibiting outstanding communication and customer service skills, and contributing to the achievement of department targets.
- Performed other ad-hoc tasks required by the management, demonstrating a willingness to go above and beyond and take on additional responsibilities as needed.

Municipal Roving Book-keeper at KALAHI-CIDSS (DEPT. SOCIAL WELFARE AND DEVELOPMENT)

July 2014 — November 2016

- Ensured compliance with program guidelines and procurement processes as a member of the Technical Working Group
- Acted as disbursing officer, meticulously reviewing disbursement documents to ensure accuracy and completeness

- Prepared monthly expense reports for submission to the Commission on Audit and Regional Office
- Provided accurate forecasts and estimates of direct and administrative expenses for sub-project budgets and program of works
- Successfully resolved backlogs in expense reports and sub-project accounts to improve program efficiency.

EDUCATION

 **Bachelor of Science in Business Administration Major in Computer Management and Accounting , Ateneo de Naga University, Naga**
June 2009 — March 2014