



# ROXANNE JOY TIU

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📍 Bulacan, Philippines

## Education

### Bachelor of Science in Accountancy

Bulacan State University (BuSU)  
2019

## Skills

- Customer Care and Service
- Communication
- Team player, has leadership potentials and can work with minimum supervision.
- Ability to manage multiple tasks.
- Good analytical and critical thinking skills.
- Data quality management and enhancement skills.
- Organizational skills.
- Lead Generation
- Auditing, taxation and other accounting related skills.
- Ability to work independently in a fast-paced environment.
- Computer savvy
- Stenography
- Language: English and Filipino.

## Trade Course/ Certification

### Civil Service Commission

- **CSE Professional PPT Passer**

August 20, 2023

- **Distance Learning Program (DLP)**

August 15, 2022 - September 26, 2022

### Fēn Zhōng International Research and Language Training Center

- **60-hour Online Stenography Tutorial Program (ST1)**

June 11 - August 26, 2022

- **40-hour Online English for Legal Purposes (ELP)**

June 11 - August 13, 2022

## Professional Experience

January 09, 2023 – August 30, 2024

### **Nasdaq Philippines**

Taguig, Metro Manila

#### Senior Client Service Delivery Analyst

- Provide support to a wide range of client queries via email, phone, and live chat;
- Troubleshoot and facilitate the resolution of technical and data issues and inquiries;
- Document and track all client interactions in Nasdaq's CRM system;
- Provide reactive support for a wide variety of data queries, ensure timely and accurate resolution; and ensure client retention;
- Proactive communication with client the enhancements made and value added in the system;
- Participate in ad-hoc data projects internally and for clients.

May 2021 - May 2024 FREELANCE

#### Lead Generation Specialist & General Virtual Assistant

Lead Generation Specialist

- Conduct online research to identify and verify potential clients in numerous industries.
- Reach out to potential customers, presenting client's services and value proposition, and establishing initial contact based on leads.
- Compile and maintain organized and detailed database of leads including necessary information.
- Collaborate with the team to develop strategies for reaching out to verified leads.
- Provide regular reports on lead generation activities and results.

General Virtual Assistant

- Manage general administration and time sensitive documentation.
- Manage customers onboarding and offboarding tasks.
- Coordinate and maintain schedules and meetings.
- Set up appointments and bookings.
- Adhoc projects per client requests.

July 19, 2021 – June 03, 2022

### **Factset Philippines, Inc.**

Taguig, Metro Manila

#### Senior Content Quality Analyst

- Contribute to remediating topics around index methodology including root cause analysis and providing background examination, troubleshooting, and testing.
- Correspond with 3rd party data suppliers to query data quality issues found through the daily QA testing methods.
- Effectively communicate data quality fixes with appropriate content teams and followed through until resolution.
- Make recommendations for addressing identified data quality deficiencies and improving on and expanding the current data quality footprint.
- Document and track all vendor interactions.

June 8, 2020 - May 26, 2021

### **PricewaterhouseCoopers (PwC) Acceleration Center Manila**

Pasig City, Metro Manila

#### Audit Associate

July 29, 2019 - January 29, 2020

### **Collabera Technologies Private Limited, Inc.**

Recruitment Agency

### **PricewaterhouseCoopers (PwC) Acceleration Center Manila**

Client

Pasig City, Metro Manila

#### Audit Associate/Processor

June - July 2018

### **NLEX Corporations**

NLEX Balintawak Toll Plaza, KM12, E1, Caloocan, 1400 Metro Manila

#### **Internship**

#### Toll Collection Auditor