

VANESSA O. ALBERT

General Virtual Assistant | Healthcare Support Specialist

Don Marcelino, Philippines | +63977-6540-321 | albertvanessa97@gmail.com

PROFESSIONAL SUMMARY

Versatile and detail-oriented Professional with over 6 years of experience spanning SAP operations, back-office administration, and specialized healthcare support. Proven expertise in end-to-end order management, supply chain coordination, and data analysis, complemented by a National Certificate II (NC II) in Healthcare Services. Demonstrated ability to provide compassionate, hands-on clinical and lifestyle support to elderly residents during specialized facility training. Highly organized, tech-savvy, and adaptable to fast-paced virtual and medical support environments.

CORE COMPETENCIES

Administrative Support: SAP Operations, Order Booking, Back-Office Administration, Document Management
Data & Logistics: Supply Chain Coordination, Inventory Management, Reporting & Analytics, Price Variance Resolution
Healthcare Services: Patient Care, Elderly & Geriatric Support, Vital Signs Monitoring, Infection Control
Tools & Software: SAP ERP, E-Portals, MS Office (Advanced Excel, Word), Google Workspace, Remote Communication Tools

PROFESSIONAL EXPERIENCE

Business Center Analyst (SAP Operations)

Jun 2021 – Apr 2026

Process Synergy Inc. / Great Food Solutions

- Managed end-to-end order processing utilizing SAP ERP, including meticulous PO validation, precise order entry, and pricing verification.
- Monitored, investigated, and resolved complex price variances to guarantee 100% billing accuracy.
- Collaborated closely with Sales, Supply Chain, and Third-Party Logistics (3PL) providers to optimize fulfillment workflows and ensure timely deliveries.
- Coordinated seamlessly with corporate clients via specialized E-Portals to provide transparent order confirmations and logistics updates.

Healthcare Services Trainee (OJT)

Jan 2023 – Jun 2023

Saint Therese Senior Care Center

- Delivered compassionate, structured daily care and essential lifestyle support to elderly residents within a dedicated residential care facility.
- Monitored and logged patient vital signs, assisting senior nursing staff with medication schedules and routine health updates.
- Guided residents through Activities of Daily Living (ADLs), including mobility assistance, personal hygiene, and nutritional intake while maintaining a safe, sanitary environment.
- Observed, documented, and reported subtle changes in resident behavior or physical conditions to the medical team to ensure continuous, high-quality care.
- Applied formal theoretical training in infection control and patient safety protocols within a high-volume, practical care setting.

Cost Accounting Analyst

Jun 2020 – Mar 2021

Jathniel Corporation

- Prepared and audited daily production and raw material reports for multi-branch operations.
- Analyzed complex operational data sets to track performance metrics and flag financial or material discrepancies.
- Partnered directly with branch supervisors to investigate and resolve data inconsistencies efficiently.
- Conducted rigorous monthly physical inventory counts and reconciled stock data across multiple branches.
- Consolidated comprehensive financial and operational reports for over 20 branches, managing pricing updates and performance analysis.

Business Center Analyst

Dec 2019 – May 2020

Process Synergy Inc.

- Facilitated high-volume SAP order booking and administrative documentation during peak operational seasons to ensure zero backlogs.

EDUCATION & CERTIFICATIONS

National Certificate II (NC II) in Healthcare Services

Issued 2024

Technical Education and Skills Development Authority (TESDA), Philippines

Bachelor of Arts in Political Science

Jun 2015 – Jun 2019

MSU-Iligan Institute of Technology