



# John Allan Röser



## EXPERIENCE

**German Senior Finance Operations Analyst** Amazon Philippines MNL 12 - Pasay City, Metro Manila  
08/2019 - Current

- Efficiently managed Contra-COGS, contributing to accurate financial reporting
- Proactively addressed and resolved vendor disputes for German markets, utilizing Vendor Central dispute management in the form of emails. Demonstrated effective communication and negotiation skills to maintain positive vendor relationships and uphold the highest standards of service.
- Conducted in-depth analysis on agreement setup errors, employing meticulous problem-solving skills to identify and rectify discrepancies. This resulted in improved accuracy and adherence to contractual terms.
- Executed precise calculations for agreement-based Purchase Order mismatches, ensuring alignment with contractual agreements. Implemented strategic solutions to mitigate discrepancies and uphold compliance standards.
- Efficiently identified and corrected address and VAT errors within invoicing processes ensuring accuracy and compliance standards.
- Training of new hires

**German Senior Finance Operations Analyst** Allsectech Manila, Inc. - Taguig City, Metro Manila  
12/2016 - 08/2019

- Efficiently managed Contra-COGS, contributing to accurate financial reporting
- Proactively addressed and resolved vendor disputes for German markets, utilizing Vendor Central dispute management in the form of emails. Demonstrated effective communication and negotiation skills to maintain positive vendor relationships and uphold the highest standards of service.
- Conducted in-depth analysis on agreement setup errors, employing meticulous problem-solving skills to identify and rectify discrepancies. This resulted in improved accuracy and adherence to contractual terms.
- Executed precise calculations for agreement-based Purchase Order mismatches, ensuring alignment with contractual agreements. Implemented strategic solutions to mitigate discrepancies and uphold compliance standards.
- Efficiently identified and corrected address and VAT errors within invoicing processes ensuring accuracy and compliance standards.

Absorption by client Amazon Philippines MNL 12 in August, 2019.

**German Leads Generation Specialist** TaskUs Inc. - Imus, Cavite  
09/2016 - 11/2016

- Spearheaded the creation of high-quality leads for events and hosts, showcasing a proactive and innovative approach.
- Strategically managed advertising initiatives to drive engagement and maximize visibility for targeted events.
- Demonstrated a knack for identifying and capitalizing on lead generation opportunities, contributing to the success of various events.

**German Customer Service Representative** TaskUs Inc. - Imus, Cavite  
10/2014 - 12/2015

- Successfully managed German inbound and outbound customer service interactions, showcasing strong communication and problem-solving skills.
- Provided integral support in Human Resources functions, specifically handling driver applications. Streamlined the driver application process, enhancing efficiency in the Human Resources function.
- Specialized in the Uber Germany account, a prominent ride-sharing service, to deliver exceptional customer service tailored to the German market.
- Demonstrated a versatile skill set, seamlessly transitioning between customer

## CONTACT

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## SUMMARY

I bring forth strong analytical skills, coupled with a meticulous attention to detail. My innate curiosity fuels a proactive approach, always eager to embrace new challenges and explore opportunities for continuous learning and growth. I am enthusiastic about the prospect of contributing these attributes to a new position or job and am eager to be accepted into a role where I can make meaningful contributions and further develop my skills.

## SKILLS


- Interpersonal skills, ability to work well with others (Teamwork)
- Written and verbal communication skills
- Encoding, web surfing, Microsoft Word, Microsoft Excel, Microsoft Powerpoint presentation, Adobe Photoshop, online research)
- Research work (assisted in production/correction of Acupuncture course book for the Department Of Health (DOH - PITAHC) for Philkor Clinic - Greenhills (Assigned to online research, text correction and graphic designs))
- Digital Architecture and Graphic Design
- Acupuncture Treatment (inclusive TCM, Ventosa, Moxa, and Tuina Massage)
- Farm technical works (Organic Hog raising, Organic Chicken raising, Organic Agricultural Crops) + Management (including organic farming technologies - Indigenous Bacteria production),

Feeds Nutrition Balance. Organic Mushroom production (with two certificates for mushroom cultivation).

- Steel works ( former owner of steel works company with 5 employees; steel handling, welding. Machine operation and maintenance, Pneumatics/Hydraulics, Industrial mechanics).
- Former owner of Mediterranean restaurant (Shambhala) with 6 employees.
- Translations and Proofreadings (Since 2014, English > German, German > English, English > Dutch, Dutch > English), visit to view my profile: Smartcat, 411 Projects, <https://smartcat.com/marketplace/user/allan-roeser>

## LANGUAGES

**German:** First Language

**Dutch:**  B2  
Upper Intermediate

**English:**  C1  
Advanced

service, sales, and human resources responsibilities.

**German Customer Service Representative** Open Access Marketing Philippines Incorporated – Makati, Metro Manila  
06/2014 – 10/2014

- Successfully managed German inbound and outbound customer service interactions, showcasing strong communication and problem-solving skills.
- Provided integral support in Human Resources functions, specifically handling driver applications. Streamlined the driver application process, enhancing efficiency in the Human Resources function.
- Specialized in the Uber Germany account, a prominent ride-sharing service, to deliver exceptional customer service tailored to the German market.
- Demonstrated a versatile skill set, seamlessly transitioning between customer service, sales, and human resources responsibilities.

Joined Client transition to TaskUs Inc.

**German/Dutch Customer Service Representative** Freelancer.com – Bonifacio Global City, Taguig, Metro Manila  
09/2013 – 06/2014

- Served as a dedicated Customer Service Representative, handling inbound inquiries and providing email and chat support for international clients, with a focus on the German market.
- Demonstrated proficiency as a Webpage Translator, facilitating seamless communication by translating content to and from German/Dutch and English to meet the linguistic needs of a varied customer base.

**Senior Executive Bilingual Agent** AEGIS – People Support – Makati, Metro Manila  
04/2012 – 01/2013

- Spearheaded Inbound and Outbound Customer Service and Sales responsibilities, demonstrating expertise in the intricacies of the Travel & Hospitality industry including operations and client service.
- Provided dedicated Support via email and phone calls for the German market, ensuring timely and effective communication with clients. Successfully managed and resolved customer inquiries and complaints, and facilitated sales bookings, contributing to overall client satisfaction and revenue growth.

**German Customer Service Representative** Logically Inc. – Makati, Metro Manila  
12/2011 – 04/2012

- Excelled as an Inbound/Outbound Customer Service and Sales Representative, contributing to the success of the Online Pharmacy account. Managed and resolved customer inquiries and facilitated sales transactions, contributing to the overall satisfaction of German and English-speaking clientele.
- Provided dedicated Email and Chat Support for both the German and English markets, ensuring efficient and multilingual communication.
- Specialized in addressing customer complaints, demonstrating a proactive and solution-oriented approach.

**Customer Service Representative** Eurospar – Aachen, Germany  
2000 – 2003

- Customer Service Representative at a Grocery/Department Store with a specialization in the Beverages Department. Proficient in cashier duties, shelf maintenance, and stock/warehouse checks, with additional expertise in operating a forklift truck. Utilized forklift skills to efficiently manage stock and contribute to the overall organization of the store. Committed to delivering excellent customer service and ensuring a positive shopping experience in a dynamic retail setting.



## EDUCATION

### **Bachelor in Industrial/Fine Mechanics: Industrial Mechanics RWTH Aachen University** - Aachen, Germany, 2000

The program included comprehensive training in machine maintenance, operations, pneumatics, hydraulics, CNC programming, and an in-depth exploration of material science, with a specific focus on alloys. This specialized education provided practical insights into the intricacies of steel processing machines and equipped me with a versatile skill set crucial for a career in industrial mechanics.

### **Certified Associate Acupuncturist: Acupuncture and TCM Department of Health** - Metro Manila

Completed Acupuncture training with Department of Health accreditation as a Certified Associate Acupuncturist. The comprehensive program covered theoretical and practical aspects of diagnosis and treatment, including participation in clinical trials, home services, and services in renowned clinics such as De La Salle University Cavite, Ateneo, and Oasis. Worked under the supervision of a medical doctor and experienced acupuncture practitioner.

**Tuina Massage Seminar (2010):** Participated in a Tuina Massage seminar accredited by the Department of Health. The seminar encompassed theoretical and practical training in diagnosis and treatment techniques.