

# JEREMY JACOBS

## BOOKKEEPER / OFFICE ASSISTANT

**M** 0415 411 106

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**L** Deception Bay QLD 4508

### WORK EXPERIENCE

#### **General Manager** *(part-time)*

Phormulae Enterprises, Redcliffe QLD

January 2021 – Present

Duties: chief of all financial matters for this start-up software company.

#### **Bookkeeper** *(part-time)*

Redcliffe Uniting Church, QLD

October 2016 – March 2021

Duties: all aspects of daily bookkeeping using MYOB AccountRight, accounts payable, accounts receivable, monthly invoicing, monthly bank account reconciliations, keeping all records, maintaining of scanned files kept in G-Suite cloud storage drive.

#### **Personal Carer** *(full-time)*

At home for my elderly mother

January 2006 – October 2020

#### **Life Insurance Claims Officer** *(full-time)*

AON Consulting, Sydney NSW

January 2005 – December 2005

Duties: liaise between life insurance companies and group-insurance policy holders, pay claims, communicate with claimant, providing support to the call centre.

#### **Superannuation Administrator** *(contract)*

IOOF Investment Management Ltd, Sydney NSW

Jan 2004 – Jan 2005

Duties: checking of employer / corporate / personal superannuation paperwork, receipting of cheques, indexing of front and back end scanned documents/items, sending letters and welcome kits.

#### **Client Service Officer** *(full-time)*

AXA Australia, Sydney NSW

December 2002 – January 2004

Duties: full administration of Group Insurance MasterTrust Portfolio, adding of new members and sending personal statements to underwriting, bank cheques, annual reviews, liaising with advisers and clients face to face and over the phone, handling complaints, setting up of claims for submission to the claims department for assessment.

#### **Call Centre Customer Service** *(full-time)*

ING, Sydney NSW

January 2002 – December 2002

Duties: inbound call centre duties, advising superannuation, allocated pensions and unit trust clients.

### EDUCATION

- HSC / Year 12 **1993**  
Cumberland High School  
Carlingford NSW

### WORK SKILLS

- BOOKKEEPING (15 YEARS)
- INVOICING
- ACCOUNTS RECEIVABLE
- ACCOUNTS PAYABLE
- ACCOUNT RECONCILIATION
- BANKING
- RECORD-KEEPING
- DOCUMENTATION
- FINANCE REPORTING
- CLAIMS MANAGEMENT
- GENERAL OFFICE DUTIES
- PRINTING & SCANNING
- MAIL-OUTS
- CUSTOMER LIASON
- PHONES / RECEPTION

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Work experience continued from previous page...

### **Data Download Administrator** *(full-time)*

BT Portfolio Services, Sydney NSW **January 2001 – December 2001**

Duties: primary point of contact at BT Wrap for matters relating to production of download data, maintaining the configuration of the BT Wrap download production systems, ensuring the successful daily distribution of download data to BT Wrap sponsors and advisers, performing system checks to validate the integrity of the daily BT Wrap download data, investigating any data discrepancies as raised or identified by data integrity checks.

### **Unit Trust Administrator** *(full-time)*

Colonial Limited, Sydney NSW **July 2000 – January 2001**

Duties: BT Wrap sponsors and advisers MasterTrust and unit trust administration, processing dividend and income distributions, daily reporting to fund accounting, checking administrators processing, raising system issues, problem resolution, statement testing, complaint handling, deceased estates.

### **Pension / Superannuation / Unit Trust Administrator** *(full-time)*

Citibank Limited, Sydney NSW **December 1998 – July 2000**

Duties: allocated pension / superannuation / unit trust administration, telephone Enquires, processing income distribution, daily reporting, issuing of units, redemptions, switches, client maintenance, raising system issues, problem resolution, implementation / user-acceptance testing of a new database system, tax statement project.

### **“Life” Administrator** *(full-time)*

Citibank Limited, Sydney NSW **September 1997 – December 1998**

Duties: telephone enquiries, new business, client maintenance, problem resolution, alterations processing, writing of risk insurance "A-Z Easy Reference Guide" for call centre staff, training call centre staff on dealing with risk insurance enquiries.

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## **REFEREES**

- **Michele Fisk** **0490 332 221**  
Counsellor, Person 2 Person Therapy
- **Glenn Wallace (Mr)** **0424 305 957**  
Managing Director, Phormulae Enterprises [biz@phormulae.com](mailto:biz@phormulae.com)
- **Angela Andrews (Ms)** **0439 628 089**  
Proprietor, Angie's Smart Books [angieandrews2468@gmail.com](mailto:angieandrews2468@gmail.com)
- **Stephen Pocock (Mr)** **0401 608 878**  
Personal Trainer

## **COMPUTER SKILLS**

- WINDOWS / MAC
- INTERNET & EMAIL
- SCANNING
- MICROSOFT OFFICE (10+ YEARS)
- MICROSOFT EXCEL
- MICROSOFT WORD
- MYOB ACCOUNTRIGHT (5 YEARS)
- GOOGLE SUITE (GSUITE)
- ADOBE ACROBAT
- USER ACCEPTANCE TESTING
- ADVANCED CERTIFICATE IN XERO
- XERO PAYROLL
- CERTIFICATE IN XERO