

JON HUGGINS

Administrative, Accounts & Customer Support Specialist

jlhuggins@protonmail.com

(+64) 020 4094 3121

<https://jonhuggins.nz>

PROFILE

A versatile professional with a track record across accounts receivable, office management, customer service and property management. Combines strong financial and administrative foundations with a growing technical skillset in Excel, SQL, Python and data analytics. Equally at home working with numbers and working with people - and genuinely energised by both.

EXPERIENCE

- Accounts Receivable Officer** - Metlifecare Support Office *Aug 2024 - Jun 2025*
- End-to-end accounts receivable across a large aged care organisation
 - Bank reconciliation, direct debit runs, monthly and ad hoc billing
 - Credit control including non-payment follow up and dishonour management
 - Calculating refunds on account closure; resolving customer queries
- Accounts & Customer Service** - Petcover Insurance NZ *Feb 2024 - Aug 2024*
- Accounts receivable combined with inbound sales and customer support
 - Managed direct debits, receipting, and non-payment follow up
 - Handled policy queries, renewals, sign-ups and claims by phone and email
- Account Manager (Receivables)** - Radius Care Support Office *Oct 2022 - Sep 2023*
- End-to-end AR including invoicing, fee allocation, reconciliation and receipting
 - Managed private and government funded accounts; calculated closing refunds
 - Credit control and customer query resolution
- Office Manager** - Radius Care Waipuna *Dec 2021 - Oct 2022*
- Reception, enquiry management, viewings and contract support for new residents
 - Payroll hours reconciliation, new employee orientation, complaint handling
 - On-charge expense entry, imprest/petty cash, supplies ordering and supplier liaison
 - Managed operations through the Covid-19 pandemic
- Property Manager** - Residence Balmoral *Jul 2019 - Nov 2021*
- Sole-charge management of a 102-unit residential building
 - Tenancy agreements, inspections, payment reconciliations, refund calculations
 - Resident relations, emergency response, health & safety, weekly owner reporting
 - Successfully managed through the Covid-19 pandemic
- English Teacher** - Various schools, South Korea *Apr 2008 - May 2015*
- Seven years teaching ESOL across three institutions including EPIK on Jeju Island
- Case Manager** - Ministry of Social Development *Apr 2005 - Mar 2006*
- Front line case management for Work and Income New Zealand

EDUCATION

BA (Sociology) / BCom (Accounting) - University of Auckland

SKILLS

Accounts receivable (end-to-end)
Excel (certified)
Touch typing
Critical thinking

Credit control
SQL
Attention to detail
Problem solving

Accounts reconciliation
Python
Customer communication
Tech savvy