



JAMAICA MACATANGAY

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EDUCATION

PHILIPPINE WOMEN'S UNIVERSITY –
CALAMBA, LAGUNA, PHILIPPINES
B.S. Information Technology (Apr, 2014)

SKILLS & ABILITIES

Improving Customer Experience
Point of Sale Systems (POS)
Active Listening
Building Customer Loyalty
Positive Attitude
Patience
Time Management
Communication
Attention to Detail
Critical thinking and problem-solving
Handling pressure Microsoft
Office Computer Literate

SEMINARS ATTENDED

Anti-Money Laundering & Counter-
Terrorist Financing (AML/CTF) and
Money Laundering Prevention
Program (MLPP)
Calamba City, Laguna, Philippines
May 27, 2016

CAREER OBJECTIVE

Hard-working professional with 4+ years of retail experience in a fast-paced environment to provide exceptional customer support. Strong multitasking skills with the ability to remain calm and convincing in negative situations. Aiming to leverage my efficiency to fill the Customer Service Representative role at your company.

PROFESSIONAL EXPERIENCE

PHILHEALTH AND BILLING STAFF

*De La Salle Medical and Health Sciences Institute –
Dasmariñas, Cavite, Philippines
August 2023 – April 2024*

Duties and Responsibilities:

- Review member information encoded in the database to ensure correctness
- Ensure that Philhealth Number/Identification are prepared properly and attached to the right membership information sheet.
- Edit/Amend membership data as authorized by the supervisor / authorized officers and prepare report of changes made.
- Ensures that all supporting documents are complete and other requirements complied with before they are forwarded to the Philhealth Government for action/decision.

CSR – DATA ENCODER

*Smart Win Technology Inc. – Biñan, Laguna, Philippines
August 2022 – March 2023*

Duties and Responsibilities:

- Recorded and verified all information and data to enter in the database
- Maintained accurate records of valuable company information
- Worked productively to determine the needs of customers and fast track solutions to those needs.

PRODUCTION HELPER

*Interphil Laboratories, Inc. – Cabuyao, Laguna, Philippines
June 2019 – March 2022*

Duties and Responsibilities:

- Maintained clean, sanitary, and safe work area
- Inspected to ensure that medicines are in proper conditions for sale
- Monitored product quality and reports problem to mitigate safety issues
- Verified expiration date of medicines
- Packed medicines neatly and proper into carton
- Assisting new employed in learning their new job skills

PROFESSIONAL EXPERIENCE

DATA ENCODER

Hyundai Asia Resources, Inc. – Calamba, Laguna, Philippines

January 2019 – May 2019

Duties and Responsibilities:

- Reviewed all information and data to enter in the database
- Maintained accurate records of valuable company information
- Interacted with different areas to collect required data
- Recorded and verified all information of freight cars upon arrival
- Assisting new employed in learning their new job skills.

SERVICE CREW / CASHIER

Lil- Orbit Mini Donuts – Makati City, Metro Manila, Philippines

February 2018 – January 2019

Duties and Responsibilities:

- Greeting and catering to all customers
- Cleaning, sanitizing, and maintaining all-located work area.
- Positive attitude and commitment to customer satisfaction
- Checking stock of products and ensuring proper stock levels and rotation
- Checking equipment to ensure that is in proper working order, letting the
- maintenance team know if assisting new crew members in learning their new job skills, there might be a problem.

CUSTOMER SERVICE ASSISTANT

Entrepreneur Rural Bank – Sta. Rosa, Laguna, Philippines

October 2017 – February 2018

Duties and Responsibilities:

- Received and managed bills payment
- Daily report and reconciliation of cash transactions
- Prepared daily proof sheets and corresponding tickets
- Coordinated with the adjustment of erroneous transactions • Prepared necessary documents on transactional services

CUSTOMER ASSOCIATE

LBC Express, South Luzon Area– Paseo de Sta. Rosa, Laguna, Philippines

July 2015 – July 2017

Duties and Responsibilities:

- Managed money transfers and cargo shipments, internationally and locally
 - Met the standard of money encashment to avoid money laundering
 - Satisfied customers to avoid discrepancy from cargoes and money
 - Implemented “First In, First Out” Policy and monitored stocks on hand
 - Encoded all data information that company needs and customers information for remittances
 - Ensured all money – Revolving and Cash fund, and Cash Reposition reports, are all intact to be free from discrepancies for auditing
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