



JOYCE ANN MARIE SURBANO



Contact



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Work Experiences

Document Controller / Admin Assistant(September 2023 - April 2024)
International Elevator & Equipment Inc.

- Greet visitors, answer telephone calls and direct inquiries.
- Manage and organize databases and electronic records.
- Ensuring all records are up to date and easily accessible.
- Composed professional emails and documents using MS Office.

Criminology Teacher (January 2023 - July 2023)
Asia Pacific College of Advanced Studies

- Handling the Police Basic Course training to enhance their discipline, respect and commitment.
- Monitor the army dozen exercise every other day.
- Responsible for subjects like Questioned Documents, Vice and Drug Education Control, and Therapeutic Modality.
- Making examinations, quizzes, activities and computation of grades.

Quality Assurance (July 2022 - November 2022)
Bioteque Medical Phil. Inc

- Checking subordinates works if they are examining properly the monitor line, heparin line, injection site, patient connector, transducer protector, pillows and other medical parts that are used in making dialysis equipment.
- Taking samples from the machine every 2 hours to and examining it to check if it's defective or not.
- Making a list of the samples that I took.

Data Encoder (April 2020 - January 2021)
Sumi Philippines Wiring Systems Corporation

- Checking the daily production of the company.
- Checking if there's a malfunction in the machine.
- Listing the products that has been examined.
- Double check the listed items and encoding it to the system.

Cashier June 2018 - November 2019
Jollibee Foods Corporation

- Greeting the customer.
- Requesting price checks.
- Honoring the coupons.
- Assisting the customer.
- Repeating the orders to make sure it's correct.
- Answering telephone calls.
- Accepting the orders through delivery app.



Skills

- Computer Skills (Word, Excel, Powerpoint, Outlook)
- Written and Verbal Communication Skills
- Customer Service Skills (Greeting Visitors, Inquiries Assistance)
- Handling Emails and Phone Inquiries (Sorting & Forwarding Phone calls and Emails)
- Scheduling Appointments, Meetings and Travel Arrangement
- Maintaining Company File System
- Purchasing Office Tools and Equipment
- Preparation of Reports and Presentation



Education

- **Bachelor of Science in Criminology**
2018-2022
- **Asia Pacific College of Advanced Studies**
Information and Communication Technology
2016-2018
- **College of Subic Montessori**
- **Luakan National High School (Annex)**
2012-2016
- **San Ramon Dinalupihan Bataan**
- **Sto Niño Elementary School**
2006-2012
- **Sto Niño Dinalupihan Bataan**



Eligibility

- **Board of Licensure Examination for Criminology (BLEC Passer)**
Manila
January 2023



On-the-Job Training

Criminology Intern
Philippine National Police
Balanga City, Police Station, Bataan
100 Hours
Bureau of Fire Protection
Balanga City, Fire Station, Bataan
100 Hours
Work Immersion (Encoder)
Municipality of Dinalupihan
San Ramon Dinalupihan Bataan
160 Hours



Trainings and Seminars Attended

Career Mapping (2020)
Career Summit (Practical Job or Dream Job (2020)
Euthenics (Student Entrepreneurship) (2019)
Career Summit (Jiggy Manicad Stories and Emerging Trends in Entrepreneurship) (2018)
Euthenics (IGen Do It) (2018)
Computer System Servicing NCII Passer (2017)