

# Joan Carla Batutay

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## Summary

Purpose Driven, Result - Oriented individual, with strong grasp in the field of Secretarial, Office Administration, Customer Service and Client Relations.

## Experience

### **Junior Member Services Representative - Member Services Section**

#### SOCIAL SECURITY SYSTEM

Sep 2016 - Present (4 years 3 months +)

- 1.) Screen claimant's qualifications for the claims (Retirement, Death, Disability and Funeral).
- 2.) Answers clients queries about the specified claims.
- 3.) Receives documents for compliance.
- 4.) Receives member's requests for unposted contributions.
- 5.) Receives member's applications for adjustment of pension.
- 6.) Receives/Encodes Annual Confirmations of Pensioners
- 7.) Monitor requests and processing of claims.
- 8.) Any ad hoc jobs related to MSRs (loans, contribution status, static information, other inquiries, processing sickness and maternity claims, employer relations and concerns)

### **Executive Secretary cum Administrative Officer**

#### Abbas Group of Companies and Establishments

Jan 2014 - Feb 2016 (2 years 2 months)

RECEPTION/ ADMINISTRATIVE OFFICER: Smile and greeting clients, offering them tea or other beverages; Screens phone calls and queries; Acts as Customer Service Representative in our office; Records incoming and outgoing communications; Assist clients to their every needs;

ACCOUNTS: Make monthly, quarterly semi-annual and annual reports; Handling real estate accounts and balancing sheets. Reconciling erroneous accounts.

EXECUTIVE SECRETARY: Doing correspondences and letters; Submitting applications to different government entity websites (Dubai Municipality, Civil Defense, etc.); Secretary to the Managing Director/Owner; handling daily appointments; arranging travel itineraries and bookings; doing job aside regular job function that may be assigned by the direct supervisor.

### **Family Welfare Officer**

#### Overseas Workers Welfare Administration RWO - 10

Apr 2012 - Dec 2013 (1 year 9 months)

Reception Officer; Screens phone calls and queries; Acts as Customer Service Representative in our office; Screen clients for proper channelling to officers in charge of various programs and services offered by our agency; Records incoming and outgoing communications; Assist clients to their every needs; Handled two educational programs offered to our clients; Make monthly, quarterly semi-annual and annual reports; Facilitate and conduct seminars and training for our clients and their

dependents; Promotes programs and services offered by our agency; Coordinate and build linkages with stakeholders/partners. Acts as secretary to our Regional Director; Doing job aside regular job function that may be assigned by the direct supervisor.

### **Accounting Clerk**

Overseas Workers Welfare Administration RWO10

Apr 2011 - Mar 2012 (1 year)

Process Disbursement Vouchers and Checks issued; Records and releases check issued; Records management and payroll processing; Process purchase orders and requests; Process liquidation of cash advances; Clerical work; Time keeping; Screens phone calls and queries; Promotes programs and services offered by our agency; Coordinate and build linkages with stakeholders/partners; Doing job aside regular job function that may be assigned by the direct supervisor.

### **Medical Records Clerk/ Training Secretary (Job Order)**

Northern Mindanao Medical Center

Nov 2009 - Feb 2011 (1 year 4 months)

Assigned to two (2) different departments, Records Department as records-keeping clerk and Nursing Services Department as clerk/training secretary to Nurse Training Officer:

1. Records-keeping clerk: Record admission and discharge of patients in a daily, weekly and monthly basis.
2. Nursing Services Clerk/Secretary: Assist in making training schedules and purchase request; Coordinate with partners/stakeholders for scheduled training and seminars to be conducted by the office; Records Management; Assist schools and applicants for queries and schedules; Attends to client's every need; Coordinate and build linkages with stakeholders/partners; Making Project Proposals, Presentations; Budget Request and Purchase Orders; Make monthly, quarterly semi-annual and annual reports; Doing job aside regular job function that may be assigned by the direct supervisor.

### **Data Entry Clerk (Project Based)**

Department of Social Welfare and Development R10

Apr 2009 - Nov 2009 (8 months)

Encodes statistical data gathered in to the project's online database. (Project-Based)

### **Telephone Operator/ Pager**

Madison Shopping Plaza - SM Department Store SM City Cagayan

Aug 2006 - Feb 2008 (1 year 7 months)

Screen phone calls and queries; Knows paging system; Knows how to operate PABX and POS; Assigned in the customer service and tender bills payment transactions; Attends to every customer's needs. Sales and after-sales services. Doing job aside regular job function that may be assigned by the direct supervisor.

## **Education**

### **Xavier University - Ateneo de Cagayannotactive**

Bachelor of Science (B.Sc.), Psychology

2001 - 2006

VP- Outgoing Exchange AIESEC International

Member - Psychology Society

Member - Ateneo Philosophy Club

Did Baby Thesis for Statistics: "The Effects of Group Counselling to Drug Addict's Acceptance and Recovery"

Volunteer - Student Counselor for Nehemiah Home for Girls (Big Sister)

Did Thesis on: "Body Image and Self-Esteem: A Correlational Study Among Second Year Female Nursing Students in Xavier University"



### **Xavier University - Ateneo de Cagayan**

Bachelor of Science (B.S.), Major in Psychology

2001 - 2006

2 years as a Bachelor of Arts in Philosophy Student before proceeding to Bachelor of Science in Psychology for 3 years,

Did a Baby thesis on: "The positive effects of group therapy on drug addict's level of acceptance/ recovery.

## **Licenses & Certifications**



**Civil Service Professional Eligibility** - Civil Service Commission Region 10

## **Skills**

Microsoft Office • Management • Microsoft Excel • Microsoft Word • Research • PowerPoint • Sales • Leadership • Training • Photoshop