



JOSE MARI B. CARASIG

WORK EXPERIENCE

ACCOUNT REPRESENTATIVE

GC SERVICES INTERNATIONAL LLC (August 9, 2021 - Present)

- Assist Customers on their Service, Loyalty, Online Order and Digital concerns and provide resolutions on their app and website issues.
- Create standard case to call percentage, maintain reasonable Average Handle Time adhere to schedule and maintain quality compass.

HEALTH PROGRAM OFFICER I

Department of Health (April 16, 2021 - June 30, 2021)

- Perform routine disease surveillance activities such as data collection, encoding, analysis and dissemination of surveillance data in the CovidKaya Application, in coordination with the Local and Regional Epidemiology Unit.
- To coordinate with the appropriate hospital personnel/authority to ensure completeness of data being collected by the CIF; collation of CIFS and consolidation of various line list of both Hospital and Local and Regional Epidemiology Unit.

HEALTH PROGRAM OFFICER I (DISEASE SURVEILLANCE OFFICER)

Department of Health (August 2020- December 2020)

- Perform routine disease surveillance activities such as data collection, encoding, analysis and dissemination of surveillance data, in coordination with the Local and Regional Epidemiology Unit.
- To do coordinate with the appropriate hospital personnel/authority to ensure completeness of data being collected by the CIF.

COOK III (COMMIS)

The Broadmoor Hotel (February 2019 - February 2020)

- Prepare all hot and cold food including salads, appetizers, sandwich fillings, and other cold dishes.
- Follow direction of the Executive Chef, Chef de Cuisine and/or Sous Chefs in maintaining the highest standards of food quality, taste and production.
- Maintain a clean, organized and sanitary work area following safety guidelines.

CUSTOMER SERVICE REPRESENTATIVE (SEASONAL NON-VOICE ACCOUNT)

Convergys/Concentrix (October 2018-December 2018)

- Respond to customer queries in a timely and accurate way, via phone, email or chat.
- Identify customer needs and help customers use specific features as well as analyzing and reporting product issues/malfunctions.

CULINARY TRAINEE

Solaire Resort and Casino (February 2018 - April 2018)

- Responsible for the preparation of all food items ensuring a high standard of taste, temperature and preparation.
- Collects store items as required from the main Kitchen and cleans and maintains kitchen equipment and reports any repair or maintenance needed.

FOOD SERVICE TRAINEE

Six Flags Magic Mountain (April 2017 - July 2017)

- Enforce proper food preparation and handling procedures, in compliance with all Health Department and Food and Beverage Operation policies regarding sanitation.
- Set up and operate both Point of Sale (POS) and non-POS cash registers, receive money and return proper change.

ACADEMIC HISTORY

Lyceum of the Philippines University

Bachelor of Science in International Hospitality Management major in Cruise Line Operations in Culinary Arts (2015-2018)

- Cum Laude, Batch 2018
- Consistent Dean's Lister and Academic Scholar
- President, LPU Kasarian
- Secretary, Pandayan sa Wika at Panitik
- Documentations Team Committee, Lysesgo Central Student Government
- Events Management Committee, CITHM Student Council

University of Santo Tomas

Bachelor of Science in Travel Management (2014-2015)

- Dean's Lister, 2nd Semester
- Cultural and Symposia Committee, Students Tourism Society
- Member, Teatro Tomasino

Carlos L. Albert High School

Secondary School (2010-2014)

- Treasurer, Supreme Student Government
- Photojournalist, The CLAHS Fountain Publication
- Public Relations Officer, LEO Club (Lions Club International)
- Committee, HI-Y YMCA (Young Men's Christian Association) Club
- Member, Araling Panlipunan Club

PERSONAL OBJECTIVE

To work for a respective, dynamic and stimulating environment which provides opportunities in utilizing my skills and knowledge while helping me to grow, do more and be more in my personal and career development.

SKILLS & ABILITIES

- Communication
- Customer Service
- Time Management
- Multi-tasking
- Leadership
- Creativity
- Critical Thinking
- Flexibility
- Teamwork
- Microsoft Office Tools
- Adobe Photoshop

CONTACT DETAILS

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CERTIFICATES AND TRAININGS

- Civil Service Honor Graduate Eligibility
- TESDA National Certificate II in Front Office Services
- TESDA National Certificate II in Cookery
- TESDA National Certificate II in Food and Beverage Services
- TESDA National Certificate II in Housekeeping Services
- TESDA National Certificate III in Events Management