Joanna Paula A. Sy

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OBJECTIVE:

Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

EDUCATIONAL BACKGROUND

Polytechnic University of the Philippines OUS Sta. Mesa , Manila
B.S. in Entrepreneurship
2019

PRO-TECH SKILLS DEVELOPMENT CORPORATION CENTER
CAREGIVING NC II
MARCH 2019 - AUGUST 2019

Makati High School
Poblacion, Makati City
High School Graduate
1999

SKILLS:

Computer Proficiency
Communication Skills
Adaptability
Effective listening
Patience
Attentiveness
Organize person

WORK EXPERIENCE:

From the last day of my previous job up to this time due to Pandemic I decided to stay at home and make some baked goodies for a home business so I can help some other expenses. But I still looking for a job with a work from home set up so I will not leave the house and travel. And as you can see the gap of my employment was really for long time because as a mother I take the responsibilities for my family at home.

Operator CSR II
Telus International Phils.Inc.
March 2021- September 2021
Answer inbound calls in a timely and friendly manner
Evaluate problems and complaints of the callers and provide proper solutions to them
Respond to the needs of customers and provide personalized service
Provide information on the company's products or services and generate interest in the offer
Process orders, forms, and applications
Route calls to other designated department whenever needed
Make relevant notes from customer interactions
Identify any issues that customers might be struggling with
Report on customer feedback
Complete call logs and reports
Manage & update customer databases

Customer Service Representative
Inspiro Relia Inc.
Nov. 2020 - February 2021
Answer inbound calls in a timely and friendly manner
Evaluate problems and complaints of the callers and provide proper solutions to them
Respond to the needs of customers and provide personalized service
Provide information on the company's products or services and generate interest in the offer
Upsell products and services
Research needed information using available resources
Process orders, forms, and applications
Route calls to other designated department whenever needed
Make relevant notes from customer interactions
Identify any issues that customers might be struggling with
Report on customer feedback
Complete call logs and reports
Manage & update customer databases

Hospital based Caregiver
National Kidney Transplant Inc.
Dec. 2019

PRIVATE setup Caregiver
Mandaluyong City
Nov. 2019

Before I got the next job opportunity I'd stopped for a long period of time working due to a mother's call duty that I need to priority before then but I manage to look for work again after that.

WORK EXPERIENCE:

Customer Service Representative
Valor GlobalInc.
July 2017 -January 2019

Answer inbound calls in a timely and friendly manner
Evaluate problems and complaints of the callers and provide proper solutions to them
Respond to the needs of customers and provide personalized service Route calls to another designated department whenever needed Make relevant notes from customer interactions
Complete call logs and reports
Manage & update customer databases

During this year from 2009 up to 2017 wherein it's a really long gap of years before I got a job opportunity from BPO companies. Year 2009 when I stopped again from working because a lot of my time and years was spend with my family , it was a mother's duty that I need to attend because I have 2 sons that is schooling an a little girl that I need to guide and during my spare time I attend from some livelihood activities from TESDA where in I study HAIRDRESSING, MASSAGE THERAPIST, BEAUTY CARE and lastly was BREAD AND PASTRY. And while waiting , during my spare time I bring some baked goodies and pastries to my in-laws sari-sari store so I can make money again to help with some other expenses.

CASHIER
PUREGOLD PRICE CLUB INC.
April 2009 - September 2009

Manage transactions with customers using cash registers Scan goods and ensure pricing is accurate
Collect payments whether in cash or credit
Issue receipts, refunds, change or tickets
Redeem stamps and coupons
Cross-sell products and introduce new ones
Resolve customer complaints, guide them and provide relevant information
Greet customers when entering or leaving the store
Maintain clean and tidy checkout areas
Track transactions on balance sheets and report any discrepancies Bag, box or gift-wrap packages
Handle merchandise returns and exchanges

From 2006 up to 2009 the same way having a family already and this is also a decision of my husband to take care of my children and do my duties as a mother and a wife to my family.

SERVICE CREW
MC DONALDS
April 2006 - September 2006

Welcome customers and help determine their orders. Process customer orders and record them in the restaurant database.
Relay customers' orders to the kitchen staff.
Ensure all orders are delivered to the customers in a timely manner.
Accept cash and return the correct change.
Tally money in the cash drawer at the beginning and end of each work shift.
Place food orders in the appropriate bags and boxes.
Respond to customer inquiries, issue receipts, and record customer suggestions.
Clean and arrange eating, service, and kitchen spaces. Help kitchen staff when needed.

I started having a family 2003 with the past years I help my mother in our house due to we move different houses from year after year with our relatives because my father died and during those years and we tried to survive.

SERVICE CREW
KENTUCKY FRIED CHICKEN (KFC)
December 1999 - May 2000

Welcome customers and help determine their orders.
Process customer orders and record them in the restaurant database.
Relay customers' orders to the kitchen staff.

Ensure all orders are delivered to the customers in a timely manner. Accept cash and return the correct change.
Tally money in the cash drawer at the beginning and end of each work shift.
Place food orders in the appropriate bags and boxes.
Respond to customer inquiries, issue receipts, and record customer suggestions.
Clean and arrange eating, service, and kitchen spaces.
Help kitchen staff when needed.

REFERENCES (available upon request)