



CABINTOY, JOYCE GIOVANNI A.

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1. J. P. Rizal Street corner Lopez Jeana Street Brgy. Poblacion02 Hindang, Leyte 6523 Philippines 2. 303 Jose P. Rizal Street Brgy. Mabini-J.P. Rizal(2nd District), Mandaluyong City 1501

in <https://www.linkedin.com/in/joyce-giovanni-cabintoy-a7662a21b>

f <https://www.facebook.com/JoyceGiovanni.AveCabintoy>

t <https://www.twitter.com/joysgiov>

Greetings,

I am writing to express my interest in the need position as follows: Assistant Baker, Dishwasher, Sales Clerk, Tutor/teacher, Kitchen Assistant, Service Crew, Property Specialist, Sales/Marketing Associate, Technical Support Representative, Customer Service Associate, Process Executive(Back-office), Sales Development Representative, Technical Support (Engineer), Virtual Assistant, ExecutiveAssistant and Client Service Manager. I don't have job right now. My basic skills: Troubleshooting (Internet & Landline), Customer Care (Healthcare & Retail), Sales for mobile Postpaid plan, Data Entry, Data Encoder, Order Management, Patient Service Executive and Any-Related-Position(s). As one of my aim is to land a job with higher salary than my previous company offers (\$8 - \$18/hourly). My purpose of sending my CV/resumé is to work as a team, join your company and showcase my talent/abilities. I believe that basic MS application, basic TS of computer/phone, know about telephone line, know how about function of fax machine, talents, determination, loyal, time management, organize & experience in BPO industry will be of help for this job.

I hope that you can offer equal or higher than what my recent company offers with benefit.

Thank you for your time, consideration and I look forward to hear from you.

Yours truly,

Joyce Giovanni Cabintoy

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PERSONAL DETAILS

Date of Birth : 14/08/1986
Passport : P2197744B
COE_CSS : https://drive.google.com/uc?export=download&ei=NihL9mp/view?usp=drive_fs
Skype : live:.cid.a220b9d5d6
Voice : https://drive.google.com/uc?export=download&ei=NihL9mp/view?usp=drive_fs
Introduction: usp=drivesdk
Tiktok : [tiktok.com/@joysgiov](https://www.tiktok.com/@joysgiov)

SKILLS

Talents & Linguistic skills
Organize & Time management
Sales & Negotiation skills
Interpersonal & Intrapersonal skills
Data Analysis skills
Team player

REFERENCE

Leizl Valmera Fortuito - "Freelance"

Online Teacher (Korean)
Leizl_dear@yahoo.com
(32) 2365879 & +639333467063

Jenneffer Cataman Bernabe - "Cognizant Technology Solution Ltd. PH"

Sr. Process Executive
Jennefferbernabe39@gmail.com
+639396291020 &
+639155655293

Emma Ruth Relosa - "Fuji Xerox"

Account Manager
Emmaruthrelosa@gmail.com
+639956590020 &
+639178312065

Julius Oclitaria Valmera - "Conduent Cebu City Philippines"

Customer Service
your_julz69@yahoo.com
+639956187198 &
+639239544746

Negrensel O. Libo-on - "NISSIN Corporation Laguna PH"

Production Worker
Negrensel.cinco@gmail.com
+639279715091 &
+639101540408

INTERESTS

Order/Track Management
Marketing Associate
HIPAA validation

OBJECTIVE

Seek to work in an environment that will challenge me further; while allowing me to contribute to the continued growth and success of the organization. Obtain a position that will provide me the ability to apply my methodologies and work experience to a growing industry. Look forward to working with a company that promotes quality products and services; and provides me with the opportunity to meet and exceed assigned goals. To gain long term employment with a company that is on or looking to be on the cutting edge, a company that puts value on people and the products they are promoting. Honest and Ethical, I am looking to call this company my family.

EXPERIENCE

F & R Convenience Store [Hindang, Leyte Philippines]

December 01, 2001 - May 30, 2006

Assistant Baker & Dishwasher [I work at the public market store.]

Task: Good hand-eye coordination. Above average organization, with the ability to follow recipes and creativity. Use mixers & blenders to combine ingredients. Knead, roll, cut and shape dough. Set and adjust over/grills.

Freelance [I worked during my College Level.]

January 01, 2005 - June 30, 2011

Tutor of these subjects [Math & English]

Task: Coach/supervise/teach unit studies into facilitate home school action. Self-consciousness, practically and freedom of discussion to impart my knowledge accord to lesson. [I got my COE.]

Robinsons Supermarket Corporation [Basak Road Tamiya Lapu-lapu City PH 6015]

May 16, 2012 - October 12, 2012

Sales Clerk [Receptionists, Packer & Bagger]

Task: Maintain record of customers' garment/luggage that are brought in and out of the store.

Maintain confidentiality of customers' personal & financial information. Communicate with customers via telephone and in-person. Complete morning & closing reports to cross check and make sure everything processed. Packing the customer luggage/baggage for picking up. [Reason for leaving is end-of-Prohibitionary. I don't have COE for this as I am not residing in Lapu-lapu City. I received/got my COE after a month I left.]

SMDC Corporation PH

August 2013 - March 2014

Property Specialist

Task: Agent need to distribute flyers and get a wide data base. Call those leads and negotiate for them. If possible meet up & invite to showroom for them to experience the condominium they really want a realistic. That's the time to talk about computation & estimates. If possible buyer then sign a contract or POI and viola! POS! [I can't process a COE because the company if employee instantly resign without a month of render, then they won't release a COE.]

Heritage Muebles Inc. (Soong Road Mactan Lapu-lapu City 6015)

April 01, 2014 - August 31, 2015

Sales & Marketing Associate {Import & Export fine Furniture}

Task: Advance understanding of Sales principles and customer service practices. Proficient in verbal: English, Spanish, German, and Cebuano languages. Ability to work as part a team and take initiatives independent of direct supervision. Enthusiastic, friendly, and energetic with a genuine desire to provide outstanding services. [Reason for leaving is open-contract from employers end. I lost my COE.]

Convergys Ltd. PH [8F to 9F Tower B, Two E-com Center, Mall of Asia Complex, Pasay City, 1300 Pasay City, Philippines | +632165670]

August 14, 2016 - November 24, 2017

Sales Representative [Sprint Telco US Account]

Services existing accounts, obtain orders and establishes new account by planning and organizing daily work schedule to call on existing or potential sales outlets and other trade factors. [The reason I left the company is that it's a Project base. I lost my COE.]

West Contact Service Inc. PH (24 Flr. Exportbank Plaza ChinoRoses Ave. Cor. Sen. Gil Puyat Ave. Makati City 1200 Philippines)

December 11, 2017 - February 21, 2018

Technical Support Representative {Comcast NED 3 services US}

Task: Troubleshooting for modem/router, telephone, cable & gadgets from customers end. Agent need to up sell for additional services. Notated every conversation so that every personnel who will look up or follow the chain of this convo will able to address where should they start from the methods of Troubleshooting. [The reason I left the company is (metrix which:) upselling metrics to any of (2) two additional lines

(Landline/Internet/Cable/Home Security/mobile postpaid) every shift. I got my COE.]

Cognizant Technology Solution Ltd. PH [5th & 6th Flr., 8/10 Upper McKinley Bldg. No. 10 Upper McKinley Rd. McKinley Hill, Fort Bonifacio Taguig City 1634 Philippines] +63(02) 9762270]

September 24, 2018 - March 06, 2019

Process Executive [Emblem Health Care US]

Resolve issues raised by customer/associate: Associates across the nation will call for thier issues to be solved. Answer all inquiries from Policy Holder or Physicians regarding files, benefits, claims, coverage of plan, billing, Enrollment, Billing, Customer Service,

Grievance & Appeals, Pre authorization/Referrals/Scripts. Educate customer about: Medical Transportation Management, Vision Service, Dental service, Hearing service, Ob-gyne service, Pediatric service, General Physicians & etc.

[The reason I left the company (Resigned) it is because I am bullied by 12 personnels including (1)HR Personnel, (1)Team lead and the rest were wavemate agents. They're so toxic that I want to give up. I have COE]

Amazon Operation Services Philippines [Three E-Corn Center, B-21 Harbor Dr. Cor. Bay Shore, Mall of Asia Complex CBP-1A, Pasay City 1300 Philippines] +63282711438]

July 22, 2019 - October 7, 2019

Customer Service Associate [Amazon In-house Account]

Maintains customer relationship by responding to inquiries, documenting actions. We prepare for customer inquiries by studying products, services and customer service processes. Respond to customer inquiries by understanding inquiries, reviewing previous inquiries and responses, gather and researching info, assembling and forwarding information, verifying customer understanding of the

information and answer. [The reason I left is I fail for the metrix name: 'Ardor' that means put the Customers details to default. I got my COE after a month I left.]

CSS Corporation Ict. (3rd Flr. Bonifacio Technology Center, 31st. cor. 2nd Ave. Cresnet Park West, Brgy. BGC, Taguig City Philippines] +637509417 & +636255981)

August 31, 2020 - September 08, 2021

Engineer - Technical Support {CenturyLink US Account}

Task: Agent must have keen understanding to telecommunication the IP configuration, Email trouble shooting, Telephone(RJ11) TS & Internet(RJ45) TS. Assist the customer with respect and implement appropriate solution. [The reason I left the company it is because of personal issue. Got my COE for this one.]

Orkestra Telecommunications

January 18, 2022 - February 14, 2022

Business Development Executive {Corporate Application}

Task: We do inbound and outbound calling, like we are the lead specialist to evaluate if the 'decision maker' will accept and let us do an appointment. That will mark for our Point of Sale, and to generate a sales on that call. Using our tool like: Magic Quadrant (by: Gartner) for Analytics and Business Intelligent Platform. These are our products need to sell to our prospect client/customer. Every point of sale(POS) need to document using the DeskTime, MS Word, Canva, Google tool applications, Salesforce tool and Microsoft Excel. We do have quotas bi-weekly, monthly & quarterly. [I resigned because I have asthma and I needed to work-from-house, or, it's work place should be less than 1 hour only travel to avoid those elements to trigger my asthma. I received/got my COE after a month I left.]

Conifer Healthcare Solution

May 30, 2022 - September 07, 2022

Patient Service Representative

Task: PS Representative we also do Pre-Registration to customer call the Physicians, Facilities and Hospital. Gather their information and updates data to our system. PreReg comes after for their procedure or test on a particular appointment, and lastly, do Collection. From these procedure on the date schedule.

•Knowledge in ICD-10-CM; •Knowledge in CPT code, CRC, AAPC & AHIMA.

[I resigned because I am bullied by my workmates on the production floor. I got my COE.]

EDUCATION

Sales & Negotiation [Healthcare , Retail, Office Application(s), FinTech & Telecommunication]

Customer Service [Healthcare, Retail, Office Application(s), FinTech & Telecommunication]

ESL/English as Foreign Language tutor

VOIP troubleshooting

Technical Support

Ticket Resolution

Patient Authorisation [Patient at the Hospital Sched Test]

Patient Pre-Registration [Patient at the Hospital Sched Test]

Case Analysis [Patient at the Hospital Sched Test]

Collection of Payables (POS)

ACHIEVEMENTS & AWARDS

Marketing and Sales Associate • Promote company and increased sales by distributing company flyers • Evaluate weekly and monthly sales so that we may achieve the good revenue

I graduated college under the program of scholarship {Emiliano Cabal Sr. Hindang, Leyte} and at the same time part-time- job: • Dishwasher • Assistant Baker

Saint Michael College - Hindang Campus

SY: 2010

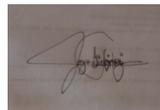
BS Elementary Education

89.5

ADDITIONAL INFORMATION

I used to be a Choir member in Hindang, Leyte & Brgy. Pinagkaisahan Pasig City.

- o Marrian Choir Hindang Chapter
- o Youth Music Ministry



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