

# Jovy Ann Bacongay

Caloocan City

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Willing to relocate: Anywhere

## Work Experience

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### **Nursing Assistant**

Commonwealth Hospital and Medical Center - Quezon City

March 2022 to Present

- Help patients with personal hygiene and care such as bathing, grooming, and dressing, and bowel and bladder care
- Take and record patient vital signs and weight
- Observe and record patients conditions, food and liquid intake and other behavior, and report changes to supervisor
- Help patients walk with canes, walkers, or other devices
- Make beds, and maintain clean and safe environments for patients
- Lift, transport, and move patients using the appropriate techniques
- Treat all patients, family, and other visitors with respect, and engage with them in a tactful manner at all times
- Comply with all safety and health regulations

### **Allied Health Staff Volunteer**

QC Protektodo ( Resbakuna ) - Quezon City

November 2021 to Present

- Responsible in validating patients profile
- Responsible in patients vital sign.
- Assisting vaccinators in patients vaccination card information
- Assisting nurses in the supply
- Responsible in monitoring patients after vaccination

### **Customer Service Representative**

Buwelo BPO Solutions - Subic

March 2021 to April 2021

- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Contribute to team effort by accomplishing related results as needed

### **Data Encoder/ Data Researcher**

TEMENECO, Inc. - Subic

April 2017 to May 2017

- Accurately and efficiently encode all data that needs organizing and recording

- Assure files are properly prepared and saved to backup drives
- Self-audit your work checking for errors or duplication
- Adhere to and meet set schedules and deadlines
- Input, track, and maintain all encoded data and records
- Perform any other office tasks that management requires assistance with (sending emails, answering phones, etc.)
- Maintain report logs of in-progress and/or completed work

### **Production Worker**

Da Tian Subic Shoes Inc - Subic  
February 2017 to March 2017

- Operate machinery to assist in the production process
- Assemble materials and equipment as required
- Inspect finished products for defects to ensure quality standards are met
- Assist in the loading of raw materials to the production lines
- Transport raw materials from one place to another
- Communicate effectively with coworkers to ensure efficient production and deadlines are met
- Conduct inspections and quality control of products

### **Cashier/Sales Associate**

Royal Duty Free Shops Inc - Subic  
September 2013 to March 2014

- Provides a positive customer experience with fair, friendly, and courteous service.
- Registers sales on a cash register by scanning items, itemizing and totaling customers' purchases.
- Resolves customer issues and answers questions.
- Processes return transactions.
- Itemizes and totals purchases by recording prices, departments, taxable and nontaxable items; and operating a cash register.
- Discounts purchases by redeeming coupons.
- Collects payments by accepting cash, check, or charge payments from customers and makes change for cash customers.
- Verifies credit acceptance by reviewing and recording driver's license number; and operating credit card authorization systems.
- Balances cash drawer by counting cash at beginning and end of work shift.
- Provides pricing information by answering questions.
- Maintains checkout operations by following policies and procedures and reporting needed changes.
- Maintains a safe and clean working environment by complying with procedures, rules, and regulations.
- Contributes to team effort by accomplishing related results as needed.

### **Executive Assistant**

Mc Hansel Geo Mining - Manila  
February 2012 to August 2013

- Act as the point of contact among executives, employees, clients and other external partners
- Manage information flow in a timely and accurate manner
- Manage executives' calendars and set up meetings
- Make travel and accommodation arrangements
- Rack daily expenses and prepare weekly, monthly or quarterly reports
- Oversee the performance of other clerical staff

- Act as an office manager by keeping up with office supply inventory
- Format information for internal and external communication – memos, emails, presentations, reports
- Take minutes during meetings
- Screen and direct phone calls and distribute correspondence

### **Cashier/Sales Associate**

Olympic Village Group of Companies - Quezon City  
May 2011 to January 2012

- Provides a positive customer experience with fair, friendly, and courteous service.
- Registers sales on a cash register by scanning items, itemizing and totaling customers' purchases.
- Resolves customer issues and answers questions.
- Processes return transactions.
- Itemizes and totals purchases by recording prices, departments, taxable and nontaxable items; and operating a cash register.
- Discounts purchases by redeeming coupons.
- Collects payments by accepting cash, check, or charge payments from customers and makes change for cash customers.
- Verifies credit acceptance by reviewing and recording driver's license number; and operating credit card authorization systems.
- Balances cash drawer by counting cash at beginning and end of work shift.
- Provides pricing information by answering questions.
- Maintains checkout operations by following policies and procedures and reporting needed changes.
- Maintains a safe and clean working environment by complying with procedures, rules, and regulations.
- Contributes to team effort by accomplishing related results as needed.

### **Supervisor/ Head Confectionaire**

Chicago Popcorn Shops - Pasay  
February 2009 to April 2011

- Setting goals for performance and deadlines in ways that comply with company's plans and vision.
- Organizing workflow and ensuring that employees understand their duties or delegated tasks.
- Monitoring employee productivity and providing constructive feedback and coaching.
- Create the taste and design of all sorts of candies.
- Work in kitchens mixing, sifting, weighing, and dissolving a mess of ingredients
- Working around hot ovens, boiling liquids, knives, and other kitchen machinery .
- taste testing

## Education

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### **Bachelor's in Nursing**

National University - Manila  
June 2004 to April 2008

### **Senior High School**

National University - Manila  
June 2003 to March 2004

### **Junior High School**

Sacred Heart Academy of Novaliches - Quezon City

June 2000 to March 2003

**Elementary/ Primary school**

Camarin D Elementary School - Caloocan

June 1994 to March 2000

Skills

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- Active listening
- Computer skills
- Customer service
- Interpersonal skills
- Time management
- Typing
- Data Entry
- Order Entry
- Microsoft Excel

Certifications and Licenses

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**Basic Life Support**

April 2022 to April 2025