

# Cuartelon Leilani

**OBJECTIVES:** To secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

## Work History

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**2022-01 -  
Current**

### **Call Center Agent**

*Majorel, Angeles City*

- Learned and maintained in-depth understanding of product information, providing knowledgeable responses to diverse questions.
- Learned and maintained in-depth understanding of product and service information to offer knowledgeable and educated responses to diverse customer questions.

**2020-08 -  
2021-12**

### **Registration Clerk**

*Angeles University Foundation Medical Center,  
Angeles City*

- Assisted other clerks with front desk duties, answering questions and accurately using reservation system.
- Explained form wording to patients to help each understand information required.
- Operated standard office software applications to compile data and prepare information and correspondence.
- Welcomed as many as **Number** patients daily, directing to appropriate departments within facility and coordinating assistance with transportation.
- Completed registration paperwork, verifying accurate patient information.
- Answered patient questions and inquiries regarding registration process and documentation.
- Secured confidential patient information from unauthorized access.



## Contact

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### **Address**

Sitio Pulu Calibutbut  
Bacolor Pampanga,  
Philippines 2001

### **Phone**

09694185832

### **E-mail**

leicuartelon12@gmail.com

### **WWW**

[https://bold.pro  
/my/cuartelon-leilani-  
230513025633/611](https://bold.pro/my/cuartelon-leilani-230513025633/611)

## Skills

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Having job skills to learn company policies and procedures to complete tasks.

Excellent ability to apply common sense to carry out simple instruction.

Problem-solving skills

Problem-solving skills

2019-08 -  
2021-11

## **Casino Table Games Dealer**

*Widus Hotel And Casino, Clark Pampanga*

- Maintained fast, smooth game pace by efficiently handling dice, chips, money, and cards.
- Computed amounts of players' wins or losses by scanning tickets to calculate amount of money won.
- Inspected cards and gaming equipment to verify proper functioning and good working order.
- Dealt appropriate number of cards to each player and verify placed bets before starting game.
- Maintained fast game pace by handling chips, cards, money, and gaming equipment efficiently.
- Created enjoyable atmosphere for players by engaging patrons in positive and entertaining conversation.
- Handled and shuffled cards and playing pieces to maintain game integrity.
- Learned and followed company procedures to maintain consistency and standards.

2016-04 -  
2019-08

## **Billing/cashier**

*Sacred Heart Medical Center, Angeles City*

- Worked closely with shift manager to solve problems and handle customer concerns.
- Welcomed customers and helped determine their needs.
- Operated cash register for cash, check, and credit card transactions with excellent accuracy levels.
- Worked flexible schedule and extra shifts to meet business needs.
- Assisted customers with returns, refunds and resolving transaction issues.
- Counted money in cash drawers at beginning and end of shifts to maintain accuracy.
- Built relationships with customers to encourage repeat business.
- Worked with floor team and managers to meet wide range of customer needs.
- Operated cash register to record transactions accurately and efficiently.

Verbal and written  
communication

Gathering information

2015-05 -  
2016-08

## **Administrative Clerk**

*St. Joseph Memorial Chapel, Angeles City  
Pampanga*

- Communicated with customers via phone and email to confirm deliveries and respond to inquiries.
- Created welcoming environment for customer by greeting and assisting, as well as quickly responding to customer inquiries and needs.
- Created and updated physical records and digital files to maintain current, accurate, and compliant documentation.
- Coordinated and maintained impressive office organization to keep facilities efficient, organized, and professional.
- Balanced multiple roles to accomplish diverse tasks and make larger impact to organization.
- Utilized productivity tools to complete tasks and improve performance.

## **Education**

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2011-01 -  
2015-01

### **Bachelor Of Arts In English Language: English Language**

*Republic Central Colleges - Angeles City,  
Pampanga Philippines*

2007-01 -  
2011-01

### **Secondary**

*Lara Integrated School - Lara, City Of San Fernando  
Pampanga, Philippines*

2001-01 -  
2007-01

### **Elementary**

*Calibutbut Elementary School - Calibutbut Bacolor  
Pampanga, Philippines*