

**JOANA**

**JOANA.338264@2freemail.com**

**CAREER OBJECTIVE**

 A skilled and Knowledgeable IT graduate with a broad knowledge of networking languages, application and designing. Seeking a challenging position in the field of **Information Technology, ADMIN STAFF, CALL CENTER AGENT** or any related works for my profession and experience and utilize my knowledge, skills, and experience for the further development and progress of the organization within my field of job.

**WORK EXPERIENCE**

* ***Sales Admin Inventory Assistant***

**Filinvest Alabang, Incorporated**

**Corporate Avenue Filinvest Corporate City, Muntinlupa, 1781, Philippines**

**August 2015 – December 2016 ( 1 year and 4 Months)**

**Responsibilities**

* Practice good housekeeping habits such as maintaining cleanliness, opening sales, stock taking.
* Maintaining cleanliness of the warehouse.
* Receiving and storing of delivery of stocks if any.
* Keep up to date with promotional activities and push sales accordingly.
* Administrative duties as and when assigned.
* Daily action for managing from material request for a set portfolio of items.
* Maintain forecasts for each item through validation with the Sales community.
* Regular communication with sales to ensure on track & provide visibility where required.
* Place all orders on receiving area where required.
* Manage/ set parameters.
* Responsible for follow up of all orders.
* ***Verification Agent***

**Allied International Company**

**16F Three World Square, Upper Mckinley Road, Fort Bonifacio Taguig City, Philippines**

**April 2014 – July 2015 ( 1 year and 3 Months)**

**Responsibilities**

* Conducts all verification transactions accurately and efficiently including but not limited to validation of customer data, bank account and title details, and check maker and payee data.
* Participates in on-going learning and development.
* Educate costumers on plans and process.
* Performs all other duties as assigned.
* Displays a cheerful and positive attitude at all times.
* Provides consistent and exceptional customer service.
* Treats customers and co-workers with dignity and respect
* ***HR Staff***

**Excellent Workers Multi-Purpose Cooperative**

**Biñan, Laguna Philippines**

**May 2012 – March 2014 ( 1 year and 10 Months)**

**Responsibilities**

* Performs customer service functions by answering employee requests and questions.
* Conducts benefits enrollment for new employees.
* Verifies I-9 documentation and maintains books current.
* Submits the online investigation requests and assists with new employee background checks.
* Reconciles the benefits statements.
* Updates HR spreadsheet with employee change requests and processes paperwork.
* Assists with processing of terminations.
* Assists with recruitment and interview process.
* Assists with the various employee discount coupons by contacting companies for coupons as directed by HR Manager.
* Schedules meetings and interviews as requested by HR Manager.
* Schedules conferences by reserving facilities at local hotels and/or restaurants.
* Makes photocopies, faxes documents and performs other clerical functions.
* Files papers and documents into appropriate employee files.
* Assists or prepares correspondence.
* Prepares new employee files.
* Processes mail.
* Performs other duties as assigned.
* ***On-the-Job Training***

**MAIN DISTRIBUTION FRAME (MDF) PERSONNEL**

**Philippine Long Distance Telecommunication Company (PLDT)**

**Alabang, Muntinlupa City, Philippines**

**November 2011 – March 2012**

**Responsibilities**

* Conduct regular test on voice and data lines with reported troubles to isolate and analyze trouble spots.
* Coordinate with Telecom Engineers of Network Management and Outside Plant personnel regarding installation and/or repair of customer lines and other conditions that may affect the satisfactory operations and maintenance of said lines.
* Perform relative verification of terminal block connections, utilization and assignment of change cable pairs, updates, and change EQN through ICMS.

**SKILLS AND QUALIFICATIONS**

* Hardworking and Flexible
* Honest and Fast-Learner and Thrust worthy
* Ability to work well under pressure with strict deadlines
* Ability to prioritize and handle multiple tasks simultaneously
* Computer Literate - Microsoft Office (Word, Excel, Powerpoint, Outlook)
* Knowledge in Internet

**EDUCATIONAL ATTAINMENT**

## College Level STI COLLEGE SOUTHWOODS (2008-2012)

 Carmona, Cavite

**Secondary Level** **HOLY SPIRIT SCHOOL** (2004-2007)

 South City Homes, Binan Laguna

**Primary Level** **HOLY SPIRIT SCHOOL** (1998-2004)

 South City Homes, Binan Laguna

**PERSONAL BACKGROUND**

Visa Status : Visit Visa (expires on April 21,2017)

Date of Birth : November 2, 1990

Place of Birth : Biñan, Laguna, Philippines

Age : 26

Nationality : Filipino

Religion : Roman Catholic

Gender : Female

Civil status : Single

*I hereby certify that the above information is true and correct to the best of my knowledge and belief.*