



Joana Datuin

Applicant

CONTACT



09919376453



joanadatuin76@gmail.com



Taguig City

EDUCATION

Bachelor of Science in Information Technology

Pangasinan State
University, San Carlos
Campus (2019-2022)
San Carlos College
(2018-2019)

SKILLS

Adaptability
Good Communication Skills
Teamwork
Critical Thinking
Work Ethic
Coding

PROFESSIONAL SUMMARY

An entry-level software engineer with a keen interest in coding, technology, and solving complex problems. Actively learning frontend and backend technologies to build responsive website and web applications. Adaptable to drastic changes and quick to learn as technology continuously evolves. Seeking an opportunity where I can contribute my skills and gain experience as well.

WORK EXPERIENCES

2022-Present

Customer Service Representative

Teleperformance, McKinley West, Taguig City

- Processing the patient's CPAP supplies.
- Verify the patient's insurance through the portal or by calling insurance provider.
- Perform an outbound call or reach out the patient through email to settle balances and obtain necessary information, such as insurance details and supply information.

ACHIEVEMENTS AND AWARDS

- Oracle Certified Associate, Java SE 8 Programmer, 2019
- SSG Grade 12 Representative, 2018
- With honors (Elementary)
- With honors (Senior High)

SEMINARS AND TRAINING ATTENDED

- **On The Job Training**
Mary Help of Christians Catholic School
January 8-19, 2018
- **Media and Information Literacy Symposium Help**
Basista National High School De Leon Gymnasium
September 15, 2018
- **SK Leadership Training**
Subic Bay Venezia Hotel, Zambales
February 22-24, 2019
- **Best Practices in Writing and Publishing Research Paper**
April 16, 2021