

Ma.Juliet M. Ballesteros



Contact

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- Brgy, Comon Infanta Quezon

About Me

I am a dedicated and customer-oriented professional with experience as a Lotto Teller, skilled in handling financial transactions, assisting customers, and ensuring accurate records. I enjoy working with people, resolving concerns, and providing excellent service. With strong communication skills, attention to detail, and the ability to work in fast-paced environments, I aim to contribute to customer service or administrative roles in an electronics company where I can grow professionally while supporting organizational success.

Skills

- Customer Service & Communication skill
- Cash handling & transaction accuracy
- Basic computer literacy
- Customer-Focused mindset
- Critical Thinking
- Leadership

Education

- **TVL - ICT**
Infanta National High School 2019 - 2021
Completed Senior High School under the TVL-ICT strand at Infanta National High School, gaining hands-on training in basic computer systems, software applications, basic troubleshooting, and digital productivity tools. Developed strong computer literacy, attention to detail, and the ability to follow basic technical procedures and work efficiently in a technology-driven environment.
- **Bachelor of Science in Information Technology**
Laguna State Polytechnic University-Siniloan campus 2021 - 2025
Bachelor of Science in Information Technology major in Service Management at Laguna State Polytechnic University, with academic training in information systems, service operations, customer experience management, and technology-enabled business processes. Equipped with skills in system analysis, database fundamentals, and the application of IT solutions to improve service quality and operational efficiency.

Experience

- **Lotto teller**
Infanta Outlet 2025
Assisted customers in purchasing lottery tickets, verifying numbers, and providing accurate game information.
Handled daily cash transactions, balanced cash registers, and prepared sales reports.
Maintained a professional and friendly approach to ensure customer satisfaction.
Addressed and resolved customer concerns effectively.

Certifications

- Lean Six Sigma White Belt Certification for Service Industry
- Professional Communication
- Fundamentals of Pitching and Start-up Project
- Digital Awareness and Security Safety
- Operating Systems Basics Course
- 3rd Nemesio Prudente International Research Conference

Reference

Glaicy Sol Delacion

Garmin Corp. / Production Operator

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