**QUEENA JOY C. TAGALA**

**Date of Birth: February 4, 1993**

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Reliable and driven, with strong time management and prioritization abilities.

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SYSTEM INFORMATION

Installed Physical Memory (RAM): 8.00 GB

Processor Model: Intel® Core™ i5-4460 CPU @ 3.20GHZ, 3201 Mhz, 4 Core(s), 4 Logical Processor(s)

Display Size: 19.5 inches

OS Version: Microsoft Windows 10 Pro 10.0.19043 Build 19043

Dual ISP: PLDT FIBR, PLDT Home

Internet: Ping 6, Download 93.90mbps, Upload 94.59 mbps

Noise Cancelling Headset, Webcam

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**SKILLS**

* Good Time Management
* Critical Thinking
* Clear communication Skills
* Customer Support
* Email Support and Email Management
* Reporting and Analysis
* Good Presentation Ability
* Programming (Basic java, html, R code, visual basic)
* Expert in Microsoft Office
* Works with minimal supervision
* Diligent and detail oriented
* Have good communication skills in English both written and speaking
* Sales
* Cold calling
* CRM
* Proficient in HTML, CSS, JAVASCRIPT, JQUERY

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**WORK EXPERIENCE**

**Antique Medical Center/ Ward Clerk**

**07/22/2016-8/11/2021**

* In charge of all patient’s records
* Facilitate c/o charts for nurses and doctors.
* Facilitate Retrieval of Charts needed for PHIC and other insurances.
* Follow-up c/o for doctors and Nurses
* Present Monthly Report using PowerPoint presentation
* Create Excel templates for easy tracking of patient’s records.

**Lifestyle vacations club /Florida**

**08/22/2020 – 11/25/2020**

* Inbound and Outbound calls.
* Offers vacation package.

**Globe Telecom /Custodian/ Sales Specialist**

**01/22/2014 - 09/10/2015**

* Sales Inventory
* Daily Sales Record
* Facilitate repair request
* Facilitate Handset orders
* Follow-up replacement for defective handsets via email
* Follow-up pending repair handsets via email
* Make Monthly Reimbursement Report
* Sell postpaid plan

**Glimmertech/ Labeler**

**03/2016-05/2016**

* Analyzing maps
* Labeling buildings

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**St. Anthony’s College – Antique, Philippines**

**Bachelor of Science in Information Technology**  **2013**

 Passed Visual Graphics Design - NC III LICENSURE EXAM

**TRAININGS AND SEMINARS**

* Project Management Methodologies
* IBM Database Management 2
* Web Development with PHP, JQUERY, MYSQL
* 3D Animation using Autodesk Maya
* Speech Communication
* Virtualization
* Microcontroller with Robotics Application
* Cell and Linear Animation
* Video Editing
* Data Science and Analytics – R Code
* Customer Service and Proper Work Ethics
* Proper Customer Handling

**REFERENCES**

**ALLYSA MARIZ E. KASILAG**

Key Account Manager

Floship