

# PEARL JEAN MILLANO

## Profile

A highly adaptable and self-motivated professional with experience in customer service, clinical laboratory settings, and content moderation. Proficient in multitasking, problem-solving, and various computer applications including Microsoft Office and Canva. Eager to apply my strong communication skills, technical proficiency, and commitment to excellence in a remote position. I thrive in independent work environments that demand discipline, time management, and adaptability, while remaining open to learning new skills and contributing to diverse fields outside my educational background in Medical Laboratory Science.

## Work Experience

Nov  
2023  
-  
July  
2024

### CSR (Seasonal) & Content Moderator

Conectys Iloilo

- Handled customer concerns regarding gift cards of different merchants across Canada/US via VOIP & BlueTweak
- Assisted with activation and balance checks of gift cards (SVS, Netbanx).
- Successfully managed over 75+ customer inquiries daily, achieving a 95% and above satisfaction rate.
- Moderated content (videos, profiles, comments) for Capcut in Nepal, Bangladesh, and Pakistan on both web servers and in-app.

Sep  
2022  
-  
Aug  
2023

### Clinical Internship

University of San Agustin

- Processed walk-in patient specimens for laboratory tests and reported patient information.
- Assisted with mobile blood drives across the city in collaboration with the Philippine Red Cross.
- Improved specimen processing speed by 15% by streamlining data entry procedures.



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## Education

### BS Medical Laboratory Science

University of San Agustin

2019 - 2023 (4th Yr)

## Expertise

- Multitasking | Problem-solving | Resilience
- Computer Literacy
- Typing Speed: 58-60 WPM | C2 English Level
- Time Management | Remote Collaboration (Zoom, Slack, Google Workspace)
- Remote Work Skills: Microsoft Office | Canva | Filmora | Google Suite | Basic Video Editing

## Language

English

Filipino

## References

*Available upon request.*