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## Education

**K-12 Graduate/ Senior High Humanities in Social Sciences (HUMSS STRAND)**

**Davao Vision Colleges**

2018- 2020

## Expertise

• Proven ability to manage projects on tight deadlines and within budget

• Possesses excellent communication, organizational and problem-solving skills

• Sales Management and Appointment Setting

• Social Skills

• Knowledgeable in MS Word and Excel

• Excellent project management and team collaboration skills

• Ability to manage multiple cases and tasks efficiently.

• Skills in resolving conflicts and addressing issues that may arise with clients or their families.

# ALMAE JOISEH DELA CERNA

Sales Associate/ Virtual Assistant/ Case Manager

## Profile

Seeking a challenging opportunity, where I will be able to utilize my strong organizational skills in sales, educational background, ability to work well with people, and interacting with people by effective communication, which allow me to grow personally and professionally.

## Work Experience

### Outsource USA

#### Virtual Assistant/ Case Manager under Healthcare Account

March 2024

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- Strong skills in communicating effectively with patients, families, and healthcare teams.
- Ability to manage multiple cases and coordinate various aspects of patient care
- Aptitude for addressing and resolving issues that may arise in patient care or within the healthcare system.

### Posture Perfect Chiropractic Inc.

#### Clinic Assistant

Jul. 2023

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Oct. 2023

- Schedule new patient appointments and follow-up visits.
- Maintain and update patient records, ensuring accuracy and completeness.
- Prepare treatment rooms for patient examinations.
- Assist chiropractors as needed during patient exams and treatments.

### Alorica Philippines

#### Customer Service Representative

Mar. 2022

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Apr. 2023

- Provide excellent customer service by addressing customer inquiries, concerns, and issues.
- Resolve customer problems and complaints in a professional and timely manner.
- Handle multiple tasks simultaneously, such as managing calls, responding to emails, and navigating computer systems.
- Communicate clearly and effectively with customers and colleagues.

### JCY COSMETICS

#### Sales Associate

2019

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2023

- Provide information about products or services.
- Address customer inquiries and resolve issues promptly.
- Actively engage with customers to understand their needs and preferences.
- Tally or encode sales in a day.
- Process sales transactions accurately and efficiently.
- Handle cash, credit cards, and other forms of payment.