

ALMAE JOISEH DELA CERNA

Customer Service Representative
|Virtual Assistant| Case Manager|
Administrative Assistant



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<https://thevacamp.net/profile/almaejoiseh>

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.**

• **Customer service and administrative task**

Profile

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

Work Experience

**January
2026**

Recruitment Agency

Administrative Assistant- Gig

- Administrative Support, Data entry, and customer service
- Email management, Appointment Scheduling
- Interviewing candidates over Zoom video call

**February
2026**

Outsource USA LLC

Virtual Assistant/ Case Manager

- Provided administrative and case management support to elderly and disabled clients enrolled in a pooled trust program designed to shelter excess income while maintaining Medicaid eligibility.
- Handled inbound and outbound calls to assist clients with inquiries regarding trust accounts, payments, and required documentation.
- Managed a high-volume inbox by prioritizing urgent requests, responding to client concerns, and coordinating with internal departments.
- Processed and reviewed client documents related to Medicaid eligibility and trust account transactions.
- Assisted clients with submitting bills and payment requests through the trust to ensure timely disbursement for housing, utilities, and other essential expenses.

**November
2023**

**November
2025**

Posture Perfect Chiropractic Inc.

Clinic Assistant

- 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.

Jul. 2023

Oct. 2023

Alorica Philippines

Customer Service Representative

- 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.

Mar. 2022

**Apr.
2023**

JCY COSMETICS

Sales Associate

- 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.

2019

2023