



PROFILE

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EDUCATION

Digital Marketing
University of the Cordilleras
2019-2022

Senior High School
University of the Cordilleras
2016-2018

SKILLS

- Proficiency with email platforms
- Spreadsheet software data entry
- Strong written and verbal communication
- Database management.
- Adaptability and resourcefulness
- Prioritizing and problem- solving
- Phone etiquette

Joane Alejandro

OBJECTIVE

Bringing strong procurement, enthusiastic and professional. Experienced administrative assistant with training in a wide range of office administration tasks. Able to work under pressure and collaborate with a team. Successful record of fielding phone calls, providing information to clients and acting as liaison between departments.

WORK EXPERIENCE

Administrative Assistant / Virtual Assistant

Legacy Credits I Texas

March 2022 – November 2022

- Exhibits polite and professional communication via phone, e-mail, and mail.
- Rescheduling payment, data entry, and drip campaign are examples of my tasks.
- Supports team by performing tasks related to organization and strong communication.
- Develops administrative staff by providing information, educational opportunities, and experiential growth opportunities.

Fraud Analyst

September 2020- October 2021

Concentrix | Citi Bank

- Responsible for conducting research into records and transactions.
- Analyzing the data to identify any fraudulent and suspicious activities within an organization.
- Monitoring bank accounts, accounting paperwork, and financial transactions.

ESL Teacher

February 2020 - May 2020

Pines International Academy

- Conducting activities and lessons based on ESL teaching methodologies.
- Encouraging and engaging students to speak in English.
- Maintaining standardized guidelines.

Customer Service & Sales Representative

Sitel | Groupon

September 2018 – July 2019

- Responsible for managing various customer issues depending on account assignment.
- Handle customer complaints, and provide appropriate solutions and alternatives within the time limits.
- Helping determine pricing schedules for quotes, promotions, and negotiations.

REFERENCES

Ashley Ewing

Coordinator - Legacy Credits

Phone: 972-364-7841

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Daisy Dulay

Operational Manager

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