



REJOICE JOSHUA A. ABIN

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🗣️ English, Filipino

Joshua has been working in the Bpo Industry for almost 4 years now, learning and sharing best practices for Customer service, Financial, Tech and Sales expertise. He is passionate about delivering quality and efficient Client satisfaction rating, as well as enhancing his skills and knowledge in the field for high-performance integrated result.

Skills

- Transcription & Organizational
- Accuracy & Security
- Attention-to-Detail & Leadership
- Technical & Adaptability
- Collections & Billing
- Sales & Marketing
- Customer Service & Retention

Education

Bs in Hotel & Restaurant Management
De La Salle University - Dasmariñas
2013 - 2017

- Asst. Marketing Head 2017
- Production Head 2017
- College General AY 2015-2016

AWARDS

- Top Performer 2024
- Rookie Top Performer 2023
- Top Performer 2022
- Recap Champion 2022
- AAL Champion 2018
- Perfect Attendance 2018, 2023 & 2024
- Tool Utilization Expert 2018

On-The-Job Training

Food Service Associate
Doswell Virginia, USA 2016

- Maintained the cleanliness of the store from opening to closing for day-to-day operation
- Providing consistency of the food quality upon serving
- Up-selling products while providing exemplary customer service

WORK EXPERIENCE

Medical Transcriptionist

Ece Consulting Group Manila

2023 - 2024

- Followed all HIPAA rules and regulations regarding patient confidentiality.
- Accurately documented medical dictation to record patient care records and in transcriptions
- Reduced errors in medical reports by reviewing, editing, and proofreading transcripts for clarity and consistency.
- Worked cohesively with physicians and other clinical staff to complete transcriptions.
- Expedited urgent document requests, ensuring prompt delivery of critical information to healthcare providers through PTXT
- Using FIVE9 transcribe Spanish callers with Spanish translator on a three-way call and callback disconnected caller to make sure message was properly delivered

Customer Care Specialist

Valor Global Biñan, Laguna

2022 - 2023

- Exceeded monthly sales goals consistently while maintaining a balance between quantity sold and customer satisfaction.
- Consistently exceeded performance targets by adopting a customer-centric approach to sales and support tasks.
- Developed personalized solutions for customers, leading to increased loyalty and repeat business.
- Led by example, demonstrating a strong work ethic and commitment to the team's success, resulting in increased overall performance levels.
- Ensured thorough documentation of all customer interactions within the CRM system (Icare, Atlas and Csm), facilitating seamless handovers between team members when needed.

Financial Service Representative

Synchrony Financial Global Services

2020 - 2021

- Identified opportunities to cross-sell products, resulting in increased revenue for the bank.
- Enhanced customer relationships with personalized service and addressing individual concerns promptly.
- Maintained updated records of all financial transactions to support traceability.
- Provided excellent customer service, resolving issues quickly and maintaining long-term client relationships.

Froyo Artisan

BLK 513

2019 - 2020

- Food Preparation and logistics delivery inventory check.
- Proven ability to learn quickly and adapt to cash register and customer service.
- Skilled at working independently and collaboratively in a flexible rotating shift.

Sales Associate

Convergys Alabang

2018 - 2019

- Built relationships with customers to encourage repeat business.
- Solved customer concerns by offering relevant products and services.
- Achieved monthly sales targets consistently by implementing effective sales strategies and maintaining a high level of product knowledge.
- Assessed customer needs by suggestive selling, proactive client engagement and persuasive selling techniques to drive sales revenue.
- Boosted sales revenue through the effective demonstration of product features and benefits (Telegence, Opus and Clarify)



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FREELANCE

CUSTOMER SPECIALIST SALES EXPERT VIRTUAL ASSISTANT

CHARACTER REFERENCE

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