

JUDEA JUDE VILLAROSA

ABOUT ME

I'm currently looking for an opportunity to work with clients that may need my skills and expertise.

I have 5 years of experience working with different Companies that cater to an Average Customer, to Company Executives on multiple types of work. Allowing me to learn things, ranging from, but not limited to, software, work ethics, cultural diversity and efficient work techniques that could assist my clients or company that I work with.

WORK EXPERIENCE

2019 - 2020 **OPTUM / United Health Care (Office & Home Based)**

Assistant Administrative Coordinator

- Provide support when compiling and reporting information and assume responsibility for data integrity among various internal groups and/or between internal and external sources
- Evaluate, interpret and analyze data and business process and analyze/monitor new, routine and ad hoc reports

2019 **IBM Business Services (Office & Home Based)**

Finance & Business Analyst

- Timely Coordination with Sales Representatives and do some upselling also aside from processing and managing data orders
- Updates various documents as needed per Data Order requirements.
- Follows up with multiple departments to maintain timeliness of Order Completion.

2018 **Hemotek Renal Center (Hospital Based)**

Junior Nurse II

- Checking and recording patients' vitals before, during, and after dialysis treatment.
- Monitoring patients during dialysis treatment to identify any adverse reactions.
- Promptly notifying the appropriate medical practitioner of any problems that occur during dialysis treatments.
- Working with the Dialysis Technicians to ensure that dialysis machines and equipment are set up correctly.
- Educating patients on dialysis treatment options, kidney disease management, as well as suitable nutrition and exercise regimens.



CONTACT DETAILS

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2015 - Alorica Inc. (Office Based)

2017 Order Management / Project Manager

- Timely Coordination with Sales Representatives and do some upselling also aside from processing and managing data orders
- Updates various documents as needed per Data Order requirements.
- Follows up with multiple departments to maintain timeliness of Order Completion.
- Managing various Order Requests so that every request are to be completed in time, or ahead of time
- Escalates potential problems towards higher management if necessary

2013 - Convergys Philippines (Office Based)

2014 Technical Support Representative II

- Provides Customer service through Chat, Phone and Email for issues such as Internet Connection, Television, and Landline Phone difficulties and tries to fix it through aforementioned means of communication.
- Verifies the Customer's Identity prior to doing any business or fix with the Customer's Services to maintain privacy.

2012 - Sykes Asia (Office Based)

2013 Technical Support Representative

- Provides Customer service through Phone calls to fix the Customer's Internet Connection in any time of the day within the allowed shift.
- Advises the Customer for certain upgrades on their services, and if they would like to do so, have the specific department talk to them so the Customer can maximize the services within their allowed expenses.
- Verifies the Customer's Identity prior to doing any business or fix with the Customer's Services to maintain privacy.

EDUCATION

Dr. Carlos S. Lanting College

2008 - 2012 Bachelor of Science In Nursing

CERTIFICATIONS

Filipino Virtual Assistance Consultanc

2020 - Trained in Freelancing / Virtual Assistance Course

