

MA. JASPER ANNE C. JIMENA

Age Care Support/ Assistant in Nursing



CONTACT ME

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I am a dedicated and empathetic professional with a diverse background in Virtual Assistance, and Customer Service. With over 10 years of experience, I bring a unique blend of skills in providing compassionate care to elderly individuals, managing administrative tasks efficiently, and delivering exceptional customer service. Additionally, my roles as a Virtual Assistant and Customer Service Representative have honed my organizational, communication, and problem-solving skills, making me adept at multitasking and handling various responsibilities with a calm and patient demeanor. I am committed to continuously enhancing my skills and knowledge to provide the highest level of care and support to those in need

EDUCATION

BACHELOR

University of Mindanao
Bachelor of Tourism Management
2015-2019

CERTIFICATE IV IN AGEING SUPPORT

Queensford College
JUNE 2024
Competent

SKILLS

- Administrative Management
- Customer-service
- Problem-solving
- Resource Coordination
- Attention to detail
- Technology Proficiency
- Cultural Sensitivity
- Mobility Support

EXPERIENCE

Cashaway Pawnshop Customer Service|

- Presentation of stock in store ..
- Processing Loan and buy customers
- Processing & Packing online orders
- General Cleaning of shop and stock

AWESOME OS

Virtual Assistant

- Prepare marketing materials and online listings for properties tailored to the needs of elderly clients
- Serve as the primary point of contact for elderly clients and their families, addressing inquiries and providing detailed information about real estate services and options
- Assist in understanding the specific needs and preferences of elderly clients to find suitable housing options, including senior living communities, assisted living, and age-friendly homes

ALORICA

BPO- Cal I-center agent

- Deliver exceptional customer service with empathy, patience, and professionalism, ensuring clients feel valued and supported
- Handle complaints and concerns effectively, escalating issues to the appropriate department or supervisor when necessary
- Conduct follow-up calls to ensure clients are satisfied with the services provided and to address any ongoing needs

References

Name: **Theresa Lacorte**

Number: 0478523773

Work Position: Executive/Personal/ Assistant to the director.

Name: **Angela Lagunera**

Number: 422113487

Work Position: Assistant in Nursing