



JOY CLAUDINE VECINA

Project Coordinator and Virtual Assistant

I have relevant years of experience in the fields of sales, project coordination, customer service and administrative roles. I have handled both international and local accounts. I am a quick learner and interested in new systems and technologies that will give satisfaction to the company. My area of expertise is providing good project coordination, customer service, sales related tasks and admin/ clerical duties.

CONTACT

+63 995 910 0515

joyclaudine04@gmail.com

<https://www.linkedin.com/in/joy-claudine-vecina-9372771a2/>

San Pablo City, Laguna, Philippines

EDUCATION

BS Human Ecology

University of the Philippines Los Banos
Los Banos, Laguna

SKILLS

Sales & Customer service
Telemarketing & Lead Generation
Administrative Tasks
Project Coordination
Quickbooks quotations
Content writing and Captioning
After-Sales support
Order Management Coordination

TOOLS

Salesforce
Sunbase
Quickbooks
Trello
Monday
Zoom
ServiceM8
Crunchbase

WORK EXPERIENCES

PROJECT COORDINATOR

CLEARSOURCE BPO, INC. - MANILA, PHILS.

July 29, 2024 -
December 9, 2025

- Arranging solar installation works, informing clients of any delays, and making sure the system is activated.
- Act as the point of contact and communicate project status to all participants.
- Order management and monitor project progress, analyze risks and opportunities, and handle any issues that arise.

DATA MANAGEMENT SPECIALIST

WIDEOUT WORKFORCES, INC. - MAKATI CITY, PHILS.

November 2021-
March 2023

- Audit data on a regular basis and ensure data integrity.
- Database management of the vendor's platform.
- Run reports and maintain data pipeline's accuracy and quality.

SALES ASSISTANT

CNB MACHINERY AND STEEL CORPORATION - SAN PEDRO, LAGUNA, PHILS.

August 2018- July 2021

- Support promotional activities and sales goals.
- Provide administrative support, such as preparing sales reports and maintain customer records or databases.
- Answer product-related questions and explain product features and after-sales customer service support.

SALES AND ADMIN STAFF

MHY REIGN DISTRIBUTOR, INC. - SAN PABLO CITY, LAGUNA, PHILS.

July 2016- May 2018

- Handled logistic and coordination with suppliers
- Issuing of sales receipts and creation of invoices and sales reports
- Product inventory and delivery management.

CUSTOMER SERVICE REPRESENTATIVE

ALORICA PHILIPPINES, INC. - LIPA, BATANGAS, PHILS.

January - July 2016

- Answer outbound calls from international clients.
- Order management and upselling.
- Service recovery and updating of client's information.

ADMINISTRATIVE STAFF

GLOBE TELECOMMUNICATIONS - SAN PABLO CITY, LAGUNA, PHILS.

February - December 2015

- Preparing of budget and cost of the team.
- Encoding of data and client's information into the database.
- Update sales report.

REFERENCES

Vanessa Oliquino

Clearsource BPO, Inc.
Team Leader

Phone: +63 917 113 2884

Email: vhaniegirly@gmail.com

Engr. Jerome Bote

CNB Machinery and Steel Corp.
Sales Supervisor

Phone: +63 975 029 1472

Email: jeromebote27@gmail.com