



JOAN G. ASPIRAS

Seeking for a challenging position in a busy company where my extensive analytical, professional, and practical experience will be

EXPERIENCE

ACCENTURE PHILIPPINES

Project: **Cigna**

Robinsons Cybergate 1 Mandaluyong City, Philippines

WFH (March 2020- April 2022)

Data Analyst

January 10, 2020 – April 30, 2022

- PMHS Prepay Quality Assurance Processor, Frontline Support Professional and Hospital Claims Processor
- Monitor, measure, assess and correct one's own process performance when executing transactions
- Perform customer request/problem identification and follow defined incident notification and escalation procedures to ensure they are communicated effectively and receive proper management attention to be resolved correctly
- Maintain high customer satisfaction ratings by processing transactions accurately
- Follow processes and work independently to meet or exceed Key Performance Indicators (KPI).
- Identify all risks associated with execution of the assigned tasks within the business process and understands the security requirements linked to the business process.
- Update and maintain various systems/tools per standard process documentation which may include: Execute transactions without minimal direction, enter data and retrieve information from group specific system
- Respond to various requests for information, as needed. Escalate to supervisor as appropriate
- Produce standard correspondence by following existing templates. Adhere to client formatting and quality standards. Proof and edit work for syntax, grammar and punctuation, File, archive and retrieve documents (paper-based and electronic) using filing standards.
- Respond to information requests by searching, summarizing research results and compiling in requested format

Agency: *V-QUAD Multipurpose Cooperative*

Client: **Rusty Lopez Inc.**

IT Department

88 E. Rodriguez Ave. Sto Nino Marikina City PH

IT Assistant

August 7, 2017 – December 20, 2019

- Sales entry of actual sales counts based on submitted daily sales report of 39 SM Concessions in RPRO 9 for timely and accurate manner.
- Generate voucher for deliveries received by SM consignee stores from warehouse and other direct consignee stores.

📍 251 Delapaz St Ph 2 Buntong Palay
Silangan San Mateo Rizal Philippines

✉ joanquindoy.aspiras@gmail.com

☎ + 639123337692

ABOUT ME

Birth date: July 31, 1995
 Birth place: San Mateo
 Marital Status: Single
 Gender: Female
 Nationality: Filipino
 Religion: LDS
 Weight: 75 kg
 Height: 163 cm

EDUCATION

**BACHELOR OF SCIENCE IN
COMPUTER SCIENCE**
 ICCT COLLEGES
 2014

**SILANGAN NATIONAL HIGH
SCHOOL**
 2011

SKILLS

PERSONAL SKILLS

- Ability to handle multiple priorities
- Proven record of reliability and responsibility
- Quick Learner and willing to learn
- Possess special sensitivity to meeting diverse needs in varied situations
- Relate well to people from a variety of cultures

TECHNICAL SKILLS

- Retail PRO 9
- Lotus Notes
- Cadencie, Express Acquisition System
- Libre Office, Open Office
- Microsoft Office (excel, word, notes, powerpoint, outlook, picture manager)
- Photoshop cs6 extend
- Adobe Acrobat
- Operating System: Windows 10, 8.1, 7
- Language: vb.net, vb6.0, java script, Basic C# & Turbo C++, Basic PHP Html
- VNC server, Any Desk, Team Viewer
- PowerMHS Version Cigna, IBM host on demand app

REFERENCE

Stephanie Palabay
Rusty Lopez
IT Assistant

Christopher Sorilla
Rusty Lopez
IT Supervisor

- Create slips for pullout of stocks from SM consignor to warehouse or consignor and boutique stores.
- Monitor and verify tranverification in the RPro9 to ensure that sent merchandise was received at the target store and there is no floating in RPro9.
- Create adjustment memos of SM consignor stores with adjustments specially donations.
- Generate and Export monthly Sales Report, IPAC inventory for liquidation of accounting and other reports needed by other department from RPRO 9 Report Viewer.
- Analyze and match generated reports versus physical inventory documents from Audit department of SM consignor with scheduled pcount within the month.
- Generate necessary report of SM consignor with pcount. Pertaining to Sales Report from last pcount date to pcount date, Ending inventory and beginning inventory and Discrepancy report for auditors use.
- Create and Posting Physical Inventory of Stores with Pcount.
- Perform administrative tasks such as filling, and maintaining original files of CDSR and ITR's.
- Consolidation of Deposit Roll call report for accounting
- Provide basic technical assistance when needed, connect variance, connect public, remote anydesk and answer telephone inquiries.

Agency: Staff Specialist & Comp services Company (SSCC)

*Client: **Banco de Oro (BDO)***

Consumer Lending Group/Sales Cards Issuing Business Unit

20th floor BDO Corporate Center Ortigas Mandaluyong City PH

Admin Clerk (April 6, 2016 – April 18, 2017)

- Monitor Lotus notes email for timely compliance of incomplete credit card endorsement turn-ins from branches
- Assist and verify booking documents received in email such as availment forms, correct computation of monthly amortization, available credit limit and submitted Id's of qualified card holder in installment card for smooth transaction before to submit in booking department
- Check available credit limit of approved clients for installment card in Cadencie system
- Monitor status of complied credit card application form from excel reports in Express Acquisition System for sales team reference; approved, reasons of incomplete, decline and cancel accounts.
- Call out of unfilled information in travel money card application form
- Prepare and update an excel report of daily actual counts of complete and incomplete received turn-ins from branches, complied turn-ins from emails and call outs.
- Perform administrative tasks such as maintaining all received original files must be well organized, prepare and check inventory for Office Supplies. Daily routing of files to other department.

Manpower for Advertising Services Agency Inc.,(MASA Inc.)

*Client **Procter and Gamble Landmark Supermarket***

6751 Makati Ave, Ayala Center, Makati, City PH

Supervisor (May26, 2015 – October 5, 2015)

- Greet and Assist queries of customer
- Monitor daily sales of sales clerk
- Assist intro of new applicant from agency to store manger
- Responsible for collecting monthly sales report and submission of daily time record to agency every cut off
- Supervised, Motivates, Assist and Train sales clerk in supermarket
- Evaluate performance report of sales clerk
- Serve as coordinator in store to agency