

# ANDREA REESE F. JOVELLANOS

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Motivated and customer-focused seasonal representative with a background in fast-paced retail and service environments. Proven ability to deliver exceptional customer experiences by effectively addressing inquiries, assisting with product selection, and ensuring a seamless checkout process. Adept at multitasking and maintaining a friendly, welcoming atmosphere.

## KEY SKILLS

Customer Service Excellence	Team Collaboration	Bilingual (English and Filipino)
Communication Skills	Time Management	Cash Handling
Adaptability	Attention to Detail	Sales Support

## EDUCATION

<b>Bachelor of Arts in Communication</b> Saint Louis University	August 2019 - May 2023 (Baguio, Benguet, PH)
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## WORK EXPERIENCE

**Crew Member**, Mcdonald's (Hu-A-Kam Enterprises, Inc).- Toronto, Canada March 28, 2024 - October 8, 2024

- Greeting guests, taking orders, and processing payments
- Drink and food preparation
- Communicate effectively with peers and Managers
- Flexible and rotating hours day, night, afternoon, and weekends
- Assembling and managing dine-in, take-out and delivery orders

**Online English Tutor**, Weblio, Inc. - Philippines November 2021 - January 2024

- Taught one-on-one English to an average of 6 to 8 students a day with different skill levels
- Daily use of WebRTC, Weblio's fundamental virtual classroom interface to make lessons engaging
- Monitor students' progress and provide helpful feedback
- Collaborated monthly with colleagues to support a positive learning environment. With student enrollments rising 2 to 3 percent yearly.

**Administrative Officer's Assistant Intern**, Provincial Prosecutor's Office - Philippines August 2023 - December 2023

- Encoded and mailed at least 100 subpoenas monthly. My efficiency relieved the office of three months' backlogs
- Formalized handwritten resolutions of the Prosecutor for legal disputes, achieving a 40% reduction in resolution time and enhanced efficiency in conflict resolution processes.
- Supported the Administrative Officer in monthly and quarterly administrative tasks in preparation, consolidation, including submission of monthly reports
- Organized and assisted with the preparation, documentation, tracking and filing of Prosecutor's Clearance, Complaint for Preliminary Investigation and Inquest
- Operated various office equipment and computers utilizing MS Office

- Provided information in response to enquiries/complaints and exchanges information with all levels of staff, elected officials, the public, government agencies or private companies and records detailed messages

**Sales Department Intern, Podcast Network Asia - Philippines** February 2023 - April 2023

- Assisted in sales outreach and communication
- Worked closely with sales representatives and assisted in duties assigned by the manager
- Supported the sales team in organizing client information
- Contributed to creating sales materials and deck presentations
- Created contract proposals for at least 5 major corporate clients weekly
- Scheduled campaign calendars in accordance with marketing and sales initiatives
- Contributed to the creation and distribution of email campaigns; maintained accurate email lists
- Skillfully curated sponsorship proposals with ambassadors and clients

**Production Department Intern, Podcast Network Asia - Philippines** April 2023 - May 2023

- Assisted in podcast production tasks
- Supported team in content creation and editing
- Contributed to podcast scheduling and organization
- Learned about various aspects of podcast production
- Helped manage files and resources for shows
- Transcribed podcast documentary interviews
- Searched for content creators to feature

**Digital Publishing Intern, Saint Louis University Sacred Heart** July 2022 - December  
2023 Medical Center - Philippines

- Developed and adapted content for Facebook
- Assisted and planned executing social media campaigns
- Supported the team in formatting and editing materials
- Contributed to online publishing projects
- Executed tasks in an efficient and client-focused manner to achieve optimal outcomes
- Helped organize and manage digital files and documents

## **C E R T I F I C A T I O N S and A W A R D S**

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**Employee of the Month** for June 2024 at McDonald's (Hu-A-Kam Enterprises, Inc.)