



Christine Joy Oceso Dumalog

Objective

To solve problems in an effective/creative manner in a challenging position and to use my skills in the best possible way for achieving the company's goals.

Work Experience

November 2024 – February 2025

Pharmacist Assistant – Amesco Drug Corporation | Kidapawan City, Philippines

Customer service: Answer questions, provide information on medications, and help customers

Inventory: Maintain stock levels, order supplies, and check expiration dates

Prescriptions: Process orders, verify patient information, and prepare labels

Administrative tasks: Answer phones, schedule appointments, and manage billing

Computer systems: Use software to process prescriptions and maintain records

Safety: Follow protocols for handling and storing medications

Privacy: Maintain confidentiality of patient information

September 2021-November 2023

Customer Service Representative-FairTrade Outsourcing | Davao City, Philippines

A skilled customer service representative can keep your customers happy, even when they're experiencing an issue with your business. The ability to actively listen to their complaints and then offer creative solutions is an essential skill. Strong listening, communicating, and customer service skills. Ability to multitask and provide effective solutions. Works well with others and helps foster a supportive work environment. Comfortable problem solving while also creating an enjoyable experience for our customers. Able to document customer service calls efficiently and with detail. Knows how to ease conflict and provide the appropriate resolutions. Completes tasks on time and can prioritize work.

November 2018-May 2019

Cashier-The Gaisano Grand Group of Companies | Kidapawan city, Philippines

In the payment process, cashiers are accepting cash, credit, and voucher payments using registers, scanners, scales, and credit card terminals. Cashier are responsible as well balancing the cash register and generating reports. Ensuring all prices and quantities are accurate and providing a receipt to every customer. Handling exchanges and refunds in a quick, efficient manner. One of the important is to maintain an accurate cash drawer. Keeping the checkout area clean and orderly. Providing information on daily deals and discounts and answering customers' queries.

March 2018-June 2018

Cashier-Jollibee Foods Corporation | Kidapawan City, Philippines

Greet first the customers with a smile and answering questions. Taking orders and recording them accurately. Collecting payment and making change. Ensuring orders are correct before giving them to customer. Keeping the workspace clean and organized. Resolving customer issues. Contributing to inventory management. Entering price changes and informing the customer for the food promos. Giving a discounts purchases to eligible customer like senior citizens and person with disability.

Education

2017

College Education Level

Bachelor of Science in Criminology

Central Mindanao Colleges | Kidapawan City, North Cotabato

2012

High School Education Level

Makilala National High School | Makilala, North Cotabato

- Member of Student Supreme Government

2008

Elementary Education Level

Saguing Elementary School | Makilala, North Cotabato

- Academic Achievements Award

Elibility

Criminologist Licensure Examination Passer
(PRC Holder 2017)

Barangay San Vicente,
Makilala, North Cotabato,
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1225.dos@gmail.com

Personal Information

Age: 29 yrs old
Birthday: December 25, 1995
Height: 5'4 ft
Weight: 50kg
Status: Single

Personal Skills

- Works well under stress
- Problem solving
- Time management
- Interpersonal communication
- Teamwork
- Adaptability
- Critical thinking

Technical Skills

- Microsoft office (MS Word, Powerpoint, Excel, etc)
- Computer Literate
- Digital Marketing

Hobbies and Interest

- Listening about political issue in social media
- Photography
- Singing
- Video editing
- Cooking
- Event Management