



KISSA JEAN Y. AMUALE

About Me

I am a dedicated and results-driven professional with experience in customer service, sales, and administrative support. Over the years, I've honed my skills in communication, problem-solving, and client engagement—delivering exceptional service across BPO, eCommerce, and support environments. I thrive in fast-paced settings, am quick to learn new tools and systems, and am passionate about helping others. I'm currently seeking opportunities where I can grow, contribute to a dynamic team, and make a positive impact through excellent service and support.

📞 +63 961 022 1976
✉️ kissajeanamuale955@gmail.com
📍 225 blk 3 Phase 1 New Matina SIR
Davao City, Davao Del Sur 8000

Education

Bachelor of Arts in English
2015 to 2019

Expertise

- Drafting and Editing
- Helps you Manage Schedules and Arrange meetings.
- Mailing and Emails.
- Presentations Strategic Planning & Visioning.
- Appointment setting and calendar manangement.
- Graphic Designing

Language

English

References

Sibi Arriane
VXI Global Holding|Team Leader
Phone: +63950946233
Email: Arriane.sibi@gmail.com

Rex Heramil
Area Manager| Microventures Phil. Financing company, Inc.
Phone: +639493289868
Email: rexheramil727@gmail.com

Jade Zachary Flores

Owner of Adventour Charter Services and Travel tours
Phone: 639103824271
Email: adventourcharterservices@gmail.com

Work Experience

Executive Assistant | Dispatcher | SMM
Adventour Charter Services and Travel Tours
2023 to 2025

- Schedule and coordinate dispatch of field personnel (e.g., drivers, technicians, service providers)
- Monitor real-time location and job status using tracking or dispatching software
- Communicate with team members to ensure efficient routing and task completion
- Resolve conflicts, delays, or reassignments in a timely and professional manner
- Keep detailed logs and reports of daily dispatch activities and job completions
- Collaborate with internal teams to ensure service standards are met
- Maintain an up-to-date dispatch board/calendar
- Strategy & Planning
- Content Creation & Management
- Engagement & Community Building
- Campaign Execution
- Reporting & Analytics
- Technical
- Soft Skills
- (B2C: Instagram, TikTok, Facebook, YouTube
- B2B: LinkedIn, Twitter/X, Facebook
- eCommerce: Pinterest, Instagram Shopping, Facebook Shop

GIP-GOVERNMENT INTERNSHIP PROGRAM

National Labor, Relations Commission(NLRC)

August 2024 to December 2024

Administrative and Clerical Support

- Sorting and filing case folders and legal documents.
- Encoding case details and decisions into NLRC databases.
- Assisting with scanning, photocopying, and printing of pleadings and notices.
- Maintaining updated records of hearings and resolutions.

Client Assistance

- Guiding complainants/respondents through the basic NLRC process.
- Answering phone inquiries and routing calls to appropriate personnel.
- Helping clients fill out forms or directing them to the correct desk or officer.

Case Tracking and Monitoring

- Assisting in tracking the status of labor complaints or decisions.
- Preparing simple summaries or reports for pending cases.
- Updating case logs and hearing schedules.

Support During Hearings

- Assisting in preparing documents needed for arbitration hearings.
- Taking notes or helping arrange case materials for Labor Arbiters

Customer Service Representative(technical | Sales Support | Medical biller specialist)

October 14 2021 to August 15 2024

VXI GLOBAL HOLDINGS VB

- Respond to calls and address customer concerns.
- Handle inquiries and ensure customers are directed to the appropriate provider.
- Assist customers in restoring their connections and ensure timely bill payments.
- Provide information to customers about the contract prior to signing.
- Return calls to customers when necessary.
- Finalize sales after successfully restoring connections on their devices.
- Invites customer about some available promotions they can acquire subscribing internet connections.
- Assist customer about billing concerns.
- Explain billing issues and etc.

CASHIER | ADMIN SUPERVISOR

CREDIT ACCESS PHILIPPINES FINANCING COMPANY INC.

AUGUST 2019 TO MAY 2021

- Manage emails.
- Send Eod reports to Admins and head operations.
- Manage collections and disbursement about day to day basis.
- Respond to clients loan inquiries or balance inquiries.
- Manage office operation, including Collections and disbursements.
- Balancing Withdrawals and deposited.
- Making sure about smooth day to day operations or transactions.
- And other admin office and Supervisory task
- etc.

REGISTRAR OFFICE STAFF

SOUTHEASTERN COLLEGE OF PADADA, PADADA DAVAO DEL SUR

JUNE 2018 TO OCTOBER 2018

- Manage Students Records
- Manage Enrollments and Registration for freshmen's and Transferees.
- Manage Transcript and Document Requests
- Graduation Processing
- Academic Calendar and Scheduling Support
- Support Student and Customer Service
- Policy and Compliance
- Manage and coordinates with other departments
- System and Data Management
- Archiving and Records Retention