

FELDA JANE ACEBES PADERANGA

Home Address: B12 L9 Lumina Homes Subd.,
Gran Europa; Cagayan de Oro City, Phil.

Personal Mobile Number: **(+63) 994 815 7904**

Email: felda.paderanga@gmail.com



PERSONAL DATA

Nationality : Filipino

Age : 45 years old

Date of Birth : July 31, 1980

Marital Status : Married

Other skills : with sales and call center experience; fluent in English both in writing and verbal; IELTS score=7

: C1 Advanced EF SET (English Certificate)

EDUCATIONAL BACKGROUND

- **June 1997-March 2001: Xavier University Ateneo de Cagayan,** Corrales Sts.
9000 Cagayan de Oro City, Philippines
Bachelor of Science in Information Management (BSIM)

nd **Course:**
2

- **April 2004-March 2007: Capitol University**
Corrales Sts.
9000 Cagayan de Oro City, Philippines
Bachelor of Science in Nursing (BSN)

- **June 1993-March 1997: Pilgrim Christian College**
Tiano-Akut Sts.
9000 Cagayan de Oro City, Philippines
Secondary School Education (June 1993~March 1997)

****Awards Received: Batch Valedictorian**

- **June 1987-March 1993: City Central School**
Velez Sts.

9000 Cagayan de Oro City, Philippines
Primary School Education (June 1987~March 1993)

JOB EXPERIENCES

➤ June 2026 – Present ACE 1- IT SolutionsND

Door #2 2 Building Iponan
floor Dynamic
Cagayan de Oro City, Misamis Oriental
Sales Account Executive
(Full-time 48h/week)
Company website: <https://www.ace1it.com/>

Duties and Key Accomplishments:

- Manage a portfolio of client accounts, serving as the primary point of contact for all sales and service-related concerns
- Build and maintain strong client relationships to ensure high customer satisfaction and retention
- Identify and pursue upselling and cross-selling opportunities for IT solutions (e.g., software, cloud services, managed services)
- Consistently meet or exceed monthly and quarterly sales targets
- Conduct client needs assessments and recommend tailored IT solutions aligned with business goals
- Prepare and deliver product presentations, proposals, and quotations
- Negotiate contracts, pricing, and renewals to maximize revenue and client value
- Collaborate with technical teams to ensure successful implementation and service delivery
- Monitor account performance and maintain accurate records using CRM tools
- Handle client concerns and escalations, ensuring timely and effective resolution

➤ January 2024 – June 2025 Vital Skin Gluta Experts Misamis Oriental **Company Nurse** (Full-time 48h/week)

Duties and Key Accomplishments:

- Conduct thorough patient health history intake, including medical conditions, allergies, current medications, and previous aesthetic treatments.
- Perform comprehensive skin assessments to identify concerns, determine suitability for treatments, and recommend appropriate services (e.g., glutathione IV drips, topical treatments, other aesthetic procedures).
- Obtain informed consent from patients for all procedures, ensuring they understand the treatment process, potential risks, benefits, and alternatives. Prepare patients for various skin and aesthetic treatments, ensuring comfort and privacy.
- Administer intravenous (IV) infusions, particularly glutathione drips, adhering strictly to sterile techniques, proper dosage, and infusion rates.
- Monitor patients during and after treatments for any adverse reactions, promptly addressing concerns and escalating to a physician if necessary.
- Educate patients thoroughly on pre- and post-treatment care instructions, including

- wound care, sun protection, product usage, and activity restrictions.
- Adhere to all health and safety regulations, including waste disposal and sharps management.

➤ **April 2022 – July 2023 Seven Seas Waterpark and Resort** Zone 1, Rd.,
Opol
Misamis Oriental
Company Nurse
(Full-time 48h/week)

Duties and Key Accomplishments:

- Assess employee and guests' health risks.
- Provide general first aid.
- Promote employee health, first aid and basic life support lectures.
- Prevention and treatment of minor illnesses or injury.
- Keeping health records.
- Accompany employee or guests to hospital if needed.
- Document all injury and illness and keeping the information confidential.
- Medicine inventory.

➤ **Jan 2018 – Jan 2021 Allianz PNB Life Insurance, Inc.** th Floor SM
Downtown
5
Cagayan de Oro City
Agency Partner (Hongkong Trip Qualifier)
(Part-time)

Duties and Key Accomplishments:

- Fully licensed Financial Advisor providing insurance policies; traditional and variable plans for retirement, education investment, savings and estate planning for clients.
- Generated new clients using online approach; and/or face-to-face (before COVID) that built trust and emphasized personal service to the individual investor.
- Identified clients and prospective clients in need of investment guidance and then recommended investment solutions appropriate for each individual.
- Maintained good relationship with clients to gain trust and offered a detailed, research-based advice on strategies to meet clients' needs and trust.
- Developed harmonious relationship managers and co-workers.

➤ **June 2013 – January 2022 Upwork (Previously oDesk Corporation)**
Virtual/Personal Assistant and Project

Management

Top Rated Online Freelancer and Manager

Upwork Profile:

<https://www.odesk.com/users/~012101935136d3ca61>

Duties and Key Accomplishments:

Professional Top-Rated Virtual Assistant for over 4 years. Well-versed, meticulous in providing quality administrative and customer service support through effectively handling remote office procedures and work from a remote location.

Virtual Assistant/Professional Writer:

- Attended Office meetings via Skype
- Helping clients with their admin and/or supporting their businesses
- Virtual Assistant-executing multiple administrative tasks including corporate letters, outreach sales and marketing, transcription, data entry, updating data bases and CRM's • Wrote Blogs, emails, articles, and websites content keeping the clients company culture in mind
- Calling clients and leads and provided information concerning company services and products in accordance with established procedures; referred calls to appropriate personnel
- Prepared Presentations on PowerPoint and assisted in editing and enhancing company's images for better results on computer generated artwork
- Work independently meeting quick turn-around times and deadlines
- Worked within a strict timeline in order to complete artwork and graphic designs on time • Proficient computer skills including uploading completed copy to a company's auto responder for email marketing, utilizing Microsoft Word, Excel, PowerPoint, Googledocs and dropbox

Project Manager:

- Managed a team virtually using, Skype, phone, and email correspondence in project assignments
- Managed and Updated Social Media Accounts on a daily basis
- Recruiting- Posted on Upworks' list and interviewed via Skype and Phone • Researched information from the web used to create documents and reports for clients • Trained new associates on specific tasks including calling clients, researching, writing and social media marketing.

➤ September 2012 – February 2013 Convergys Corporation

8th Floor, TGU Building, IT Park
Cebu City, 6000 Philippines

Technical Support/Customer Service
(Fulltime-40 h/w)

Duties and Key Accomplishments:

Technical Support:

- Diagnose and resolve technical hardware and software issues involving internet and phone connectivity, and television and/or cable issues from clients in the United States

- Research required information using available resources and answering general inquiries and questions such as emails, promotions, discounts, billing
- inquiries, internet speed, cable channels
- Deliver service and support to end-users using and operating automated call distribution phone software, via remote connection
- Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services
- Gather customer's information and determine the issue by evaluating and analyzing the symptoms
- Follow standard processes and procedures
- Identify and escalate priority issues per Client specifications
- Redirect problems to appropriate resource;
- Accurately process and record call transactions using a computer and designated tracking software
- Offer alternative solutions, remote troubleshooting where appropriate with the objective of retaining customers' and clients' business
- Organize ideas and communicate oral messages appropriate to listeners, empathize with customers situations and problems
- Processes bill payments and upselling of company's products and services. • Make scheduled call backs to customers where necessary, issue ticket numbers if necessary for customers references
- Stay current with system information, changes and updates

Customer Service:

- Deals effectively with others in antagonistic situations, using appropriate interpersonal styles and methods to reduce tension or conflict.
- Establishes proper courses of action to ensure that work product is completed efficiently and on time/within proper time limits.
- Possesses, acquires, and maintains the technical/professional expertise required to do the job effectively and to create effective customer solutions.
Technical/professional expertise is demonstrated through problem solving, applying technical knowledge, and product and service management
- Sets high standards of performance for self; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.
- Makes customers and their needs a primary focus of one's actions; developing and sustaining productive customer relationships.

➤ Jul 2010 – November 2012 Vicente Gullas Memorial Hospital Banilad

Mandaue City, Cebu

Nurse

(Fulltime- 40 h/w)

Duties and Key Accomplishments:

- Assess and records patient initial assessment.
- Perform physical examinations and diagnostic tests.
- Collect patient health history.
- Counsel and educate patients and their families on treatment plans. • Administer medication, change wound dressings and care for other treatment

options.

- Read and interpret patient information, making treatment decisions when appropriate.
- Consult with supervisors and doctors to decide on the best treatment plan for patients.
- Direct and supervise nurse assistants and nurse aides
 - Research ways to improve healthcare processes and improve patient outcomes.

➤ **September 2008 – June 2009** **Convergys Corporation** 24th Floor,
Robinsons-Equitable Tower
ADB Avenue corner Poveda Street, Ortigas
Center Pasig City 1600 Philippines
Credit and Collections Specialist
(Fulltime-40 h/w)

Duties and Key Accomplishments:

- Ranked in top 5% out of 198 Specialists in Encore Receivables Department. •
Self-motivated with the ability to interface well with customers and handle their payment arrangements.
- Proven record of contacting customers in the United States about delinquent payments and preparing notes reflecting all relevant information, class of credit and collection activity.
- Demonstrated ability to exercise independent judgment in obtaining payments •
Substantial knowledge of responding to a high volume of phone calls
- Negotiated payment arrangements on past owing receivables
- Spoke with customers to settle on reason for overdue payment
- Reconciled discrepancies and disputes with clients
- Recorded information regarding financial status of client and status of collection efforts
- Granted extensions of credit and coordinated collection efforts with sales force •
Reviewed terms of sales and credit contract

➤ **January 2002– March 2004** **Dataworld Computer Center** Cruz-Taal Sts.9000
Cagayan de Oro City,
Philippines
Account Executive
(Fulltime-48 h/w)

Duties and Key Accomplishments:

Results-oriented Sales Account Executive focused on maximizing sales by managing all accounts systematically and logically.

- Committed to ideas of consistency and dedication in order build the most successful business partnerships.
- Exceptional interpersonal time management and negotiation skills.
- Answer customers' questions about products prices availability use and credit terms. •

Deliver exceptional account service to strengthen customer loyalty.

- Addressed customer questions and concerns regarding products prices and availability.
- Wrote proofed sales proposals and correspondence.
- Surpassed annual quota by 25% in 2003.

Character References and other requirements are available upon request: