



CHAZ JORIELLE FREGILLANA

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A dedicated and detail-oriented professional with a diverse background in administration, customer service, and data management. With experience as an Administrative Assistant in the government health sector, a Call Center Agent in the BPO industry, and an Encoder, I have developed strong organizational, communication, and problem-solving skills. My educational background in Hotel and Restaurant Management, Information Technology, and Psychology equips me with a versatile skill set that allows me to adapt to various roles. Proficient in administrative tasks, data entry, and customer support, I am committed to efficiency, accuracy, and delivering excellent service in any work environment.

EXPERIENCE

JAN2022 -
APR 2022



BELERON ENTERPRISE - ENCODER

The Encoder is responsible for accurately inputting, updating, and maintaining company data related to woodwork production, inventory, and sales. This role ensures data integrity and supports operational efficiency by managing digital records, generating reports, and assisting with administrative tasks.

Key Responsibilities:

- Encode and update data related to raw materials, production schedules, and finished woodwork products.
- Maintain accurate records of inventory, purchase orders, and client transactions.
- Verify and cross-check encoded data to ensure accuracy and completeness.
- Assist in document filing, organizing, and retrieving digital records as needed.
- Support administrative tasks, such as preparing invoices, delivery receipts, and purchase requests.
- Perform other encoding or clerical duties as assigned.

APR 2020 -
JUN 2023



PARANAQUE CITY HEALTH OFFICE - ADMINISTRATIVE ASSISTANT

The Administrative Assistant provides clerical, logistical, and programmatic support to the Sanitation Department, Health Logistics, and Nutrition Division and Marcelo Green Health Center. This role ensures efficient administrative operations by managing documentation, coordinating health-related programs, and assisting patients.

Key Responsibilities:

- Compose official letters, including communications to the Presidential Office.
- Develop project proposals for the Nutrition Division to support health initiatives.
- Assist patients at Marcelo Green Health Center by facilitating their needs and guiding them through processes.
- Draft and process request letters for department operations and official matters.
- Issue travel passes during the pandemic to ensure compliance with health and safety regulations.
- Maintain and organize records, reports, and correspondence related to sanitation, health logistics, and nutrition programs.
- Assist in the procurement and distribution of health and nutrition supplies.
- Coordinate schedules, meetings, and training sessions for department personnel.
- Prepare and process documentation, including reports, invoices, and requisitions.
- Communicate with internal departments and external partners regarding health logistics and program implementation.
- Support sanitation initiatives by tracking compliance and assisting with audits.

- Assist in data entry, reporting, and maintaining health records.
- Perform other administrative tasks as needed to support department goals.

NOV 2024 –
APR 2025



SUTHERLAND GLOBAL SERVICES – CALL CENTER AGENT

As a Call Center Agent for the WEX Health Account at Sutherland, you will be responsible for providing excellent customer service and support to clients regarding healthcare benefits, reimbursement accounts, and payment solutions. Your role involves handling inbound and outbound calls, resolving customer inquiries, and ensuring a positive client experience.

Key Responsibilities:

- Handle inbound and outbound calls professionally and efficiently.
- Assist customers with inquiries related to healthcare accounts, benefits, claims, and payment processing.
- Provide accurate information and guidance on account balances, transactions, and reimbursement procedures.
- Troubleshoot and resolve customer issues while ensuring compliance with company policies.
- Document customer interactions, issues, and resolutions in the system.
- Escalate complex concerns to the appropriate department when necessary.
- Meet or exceed key performance metrics, including call handling time, customer satisfaction, and resolution rate.
- Maintain confidentiality and security of customer information.
- Stay updated on company policies, product offerings, and industry regulations.
- Perform other tasks as required to support the team and ensure customer satisfaction.

EDUCATION

JUN 2014 –
APR 2016



UNIVERSAL COLLEGES OF PARANAQUE

Bachelor of Science in Hotel and Restaurant Management with TESDA
Training in Cookery and Baking

JUN 2016 –
APR 2017



AMA COMPUTER COLLEGE PARANAQUE

Bachelor of Science in Information Technology

AUG 2023 –
APR 2024



AMA COMPUTER COLLEGE MAKATI

Bachelor of Science In Psychology

AUG 2024 –
APR 2025



WESLEYAN UNIVERSITY

Bachelor of Science In Psychology

SKILLS

Administrative & Clerical Skills:

- Document preparation and letter composition
- Data entry and records management
- Project proposal writing
- Request letter and report drafting
- Scheduling and calendar management
- Travel pass issuance and compliance

Customer Service & Communication:

- Client assistance and support
- Call handling and issue resolution
- Effective verbal and written communication
- Active listening and problem-solving
- Professional email and phone etiquette

Technical & IT Skills:

- Microsoft Office (Word, Excel, PowerPoint)
- Google Suite (Docs, Sheets, Drive)
- Database management and encoding
- Basic troubleshooting and IT support
- CRM and call center software operation

Healthcare & Logistics Support:

- Coordination of health logistics and sanitation initiatives
- Patient assistance and guidance
- Procurement and supply management

ACTIVITIES

Academic-Related Activities:

- **Hospitality Management Training:** Practical experience in food service, hotel operations, and customer service.
- **IT Projects & Data Management:** Hands-on experience in database management, basic programming, and system troubleshooting.
- **Psychology Studies & Research:** Engagement in behavioral analysis, mental health awareness programs, and counseling-related coursework.

Extracurricular & Volunteer Activities:

- **Community Health Initiatives:** Participation in health awareness and sanitation campaigns.
- **IT Assistance & Tech Support:** Provided basic troubleshooting and technical assistance for colleagues.
- **Event Coordination:** Assisted in organizing workplace and school-related events.

HOBBIES & INTERESTS

Professional & Skill-Enhancing Hobbies:

- **Writing & Documentation** – Enjoys composing letters, proposals, and reports.
- **Tech & Digital Skills** – Interest in basic troubleshooting, data management, and software applications.

Personal Interests & Leisure Activities:

- **Cooking & Food Experimentation** – Applies hospitality management knowledge in culinary exploration.
- **Graphic Design & Basic Editing** – Interest in visual creativity, presentations, and layout design.
- **Watching Documentaries & Educational Videos** – Enjoys learning about various topics related to psychology, technology, and health.
- **Gaming & Technology Exploration** – Interest in software, apps, and interactive platforms.

REFERENCES

Galang Xyrus Wilmar

Psychometrician – Wesleyan University
09260848670

Renato Bernardo III

Call Center Agent – Sutherland Inc
09472503212

Jose Baldava Jr.

Paranaque City Health Office - Sanitary Inspector
09076033258

Hannah Salimpade

Paranaque City Nutrition Office - Nutritionist-Dietitian
09178713054