

# FRANCES MONIQUE JUNSAY

I would describe myself as someone motivated, meticulous, friendly, and technologically savvy. I want to put these characteristics to use within your organization. With this experience under my belt, I'm looking for an opportunity to take the next step in my career. I'm hoping to do so in an organization like yours that works to improve the environment, which is something I'm passionate about.

## WORK EXPERIENCE

**Patient Care Specialist | Orthofi - Denver, CO, USA**

**Jan 2025 - Dec 2025**

- Take inbound and outbound calls
- Billing Process
- Claims Inquiry
- Insurance Inquiry
- Administration tasks

**Financial Advisor | Seek Business Capital - Los Angeles, CA**

**Mar 2024 - Jan 2025**

- Lead generation
- Qualify leads for business funding
- Data Entry
- Cold Calling

**Admin Assistant | Autospec 4x4 - Belmont, WA, Australia**

**Jul 2023 - Jan 2024**

- Outbound calls
- Managing Shopify
- Data Entry
- Contact Supplier
- Track Orders

**Virtual Assistant | Stone Paving Direct, LTD - Milton Keynes, UK**

**May 2021 - Mar 2024**

- Take inbound and outbound calls
- Order processing
- Sending emails and texts to customers
- Digital Marketing editorial
- Assisting customers in tracking their orders
- Provide customers with packing slips for the replacement
- Admin Assistant
- Process Refunds for customers
- Drop shipping
- Social Media Management
- Shopify Management
- Handles Inventory
- Chat support
- Email Marketing
- Lead Generation
- Animator
- Logistic Specialist



## PERSONAL DATA

**Date of birth: 11-23-1993**

**Languages: English (C1)**

**Nationality: Filipino**

**Religion: Catholic**

**Disc: D (44), I (19), S (28), C (9)**

**IQ Score: 133**

+63-969-054-6501



francesmonique26@gmail.com



Ormoc City, Leyte, Philippines





## EDUCATION

BSBA - Financial Management - Western Leyte  
College of Ormoc City

**2012-2015**

BS- Occupational Therapy - Cebu Doctor's University

**2011-2012**

Secondary Education - St. Paul's School of Ormoc

**2007-2011**

Primary Education - St. Paul's School of Ormoc

**2000-2007**



## CHARACTER REF:

Edelyn Amora - Supervisor  
Stone Paving Direct Ltd.

**+63-936-941-3063**

Christopher Lubiano - Colleague  
Orthofi

**+63-985-025-2556**

David Newton - Store Manager  
Austospec 4x4

**+61-1800-2800-9109**

Kim Aptiong - Sales Manager  
Seek Business Capital

**+63-922-643-5230**



## EXPERTISE:

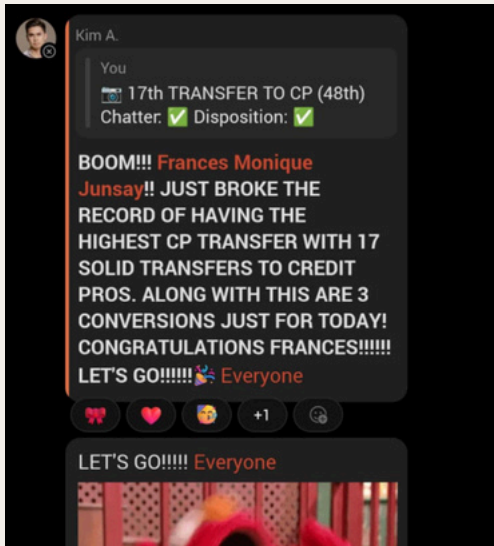
- Customer Service Representative
- Financial Advisor
- Admin Assistant
- Media Marketing
- Photo and Video Editor
- Sales Representative
- Data Entry
- Transaction Analyst
- ESL
- Shopify
- Canva
- Monday.com
- Mailerlite
- Discord
- Slacks
- Whatsapp
- Zoom
- Newsletter
- Social Media Management
- Cold Calling
- Graphic Design
- Lead Generation
- Salesforce



## KEY STRENGTHS

- Strong Written and Verbal
- Communication Skills
- Good Interpersonal Skills
- Fluent in English
- Willing to do Overtime Job
- Willing to work in a challenging, dynamic, and schedule-shifting environment
- Fast learner with a positive attitude
- Organize, Accurate, and Detail Oriented
- Good Listener
- Determined
- Computer Literate
- Canva editor
- Youtube editor
- Youtube thumbnail editor
- I have experience with Shopify
- LinkedIn
- Monday.com
- Asana
- Aircall, Dialpad, Phone Burner, Glocom
- Discord
- Slacks
- Microsoft Teams
- Social Media Platforms
- Salesforce
- Workforce
- Hubspot
- Gong Call
- Nice X one
- Notion
- Animaker
- Social Media Platforms
- Outlook

# ACHIEVEMENTS



## CP Transfers Record Records

Here are the record numbers that we need to break

Daily CP Transfers 17 – *Frances Monique Junsay*  
Monthly CP Conversion 33 – *Rey Ann Estopa*



## Trainers' Top Dawgs

**Frances Junsay**  
"Moving with Purpose"

- ✓ 7 Conversions (CP)
- ✓ 39 Transfers (CP)
- ✓ 19 Total Conversion for the Month
- ✓ Consistent



**Frances Monique Junsay**  
Funding Advisor

- 9 Conversions
- 56 CP Transfers
- 26 Conversions & Counting
- I Grow, You Grow, We Grow

Rey Ann Estopa  
Funding Advisor

- 31 Conversions
- 40 CP Transfers
- 31 Conversions & Counting...
- Active in Operations

## Trainers' Top Dawgs

**Frances Junsay**  
"Moving with Purpose"

- 4 PAs
- 3 SCs
- 75% PSR

"Active in Operations"

- 3 SCs
- 37.5% PSR