

# JORGE GLENDON FLORENTIN ORCALES

✉ sorcales@gmail.com

☎ (63)966 682 7634

📍 Kananga, Province Of Leyte,  
PH 6531

## PROFESSIONAL SUMMARY

Professional with substantial experience in document management and data retrieval. Known for strong organizational skills, attention to detail, and ability to manage confidential information. Valued team player who adapts to changing needs and ensures precise and timely results. Skilled in electronic records systems, data entry, and compliance with regulatory standards.

## SKILLS

- Auditing procedures
- File conversion
- Electronic filing
- Information retrieval
- Phone answering
- Multitasking Abilities
- Documentation skills
- File/records maintenance

## EDUCATION

University of Cebu Lapu-Lapu And  
Mandaue Campus  
Mandaue City, Province Of Cebu,  
Philippines

*Under Graduate:* Marine  
Transportation

## WORK HISTORY

**Peak Outsourcing - Records Retrieval Specialist**  
*Dumaguete, Province Of Negros Oriental, Philippines •*  
*02/2021 - 05/2023*

- Managed complex legal requests for record retrieval while maintaining compliance with relevant legislation and industry guidelines.
- Reduced processing time for record requests through proactive anticipation of client needs based on historical trends.
- Streamlined the retrieval process for enhanced client satisfaction and quicker turnaround times.

**Qualfon Inc. Dumaguete Phil. - Customer Service Representative**  
*Dumaguete, Province Of Negros Oriental, Philippines •*  
*11/2018 - 12/2020*

- Responded to customer requests for products, services, and company information.
- Enhanced customer satisfaction by promptly addressing concerns and providing accurate information.
- Developed strong product knowledge to provide informed recommendations based on individual customer needs.
- Maintained detailed records of customer interactions, ensuring proper follow-up and resolution of issues.