



## CONTACT

☎ 09955053928

✉ murielmiajoy@gmail.com

📍 B11 L9 P3 Boston Heights Subd.  
Brgy. Toolong, Kawit, Cavite

## EDUCATION

### VOCATIONAL COURSE

Eulogio Amang Rodriguez  
Institute of Science and  
Technology

### SECONDARY

Timoteo Paez High School

### PRIMARY

Timoteo Elementary School

## SKILLS

- Dedicated & Trusted
- Can work under pressure
- Flexible
- A good team player, fast learner and willing to undergo training
- Willing to work on any schedule
- Decision making
- Critical thinking
- Flexible to adjust different multitasks
- Well hard working and we'll be motivated.

# MIA JOY M. SOTTO

Organized and dedicated candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. Terrific communicator with a base of wealthy, motivated to learn, grow and excel.

## WORK EXPERIENCE

### FREELANCE VIRTUAL ASSISTANT - COLD CALLER IN A REAL ESTATE COMPANY

March 1, 2024 up to Present

Duties and Responsibilities:

- Conducting outbound calls to prospective clients.
- Building rapport and trust with potential clients.
- Gathering essential information and scheduling appointments for our real estate experts.
- Maintaining accurate records of interactions and leads.

### ASSOCIATE OPS - WNS GLOBAL

July 12, 2021 - September 13, 2023

Duties and Responsibilities:

- Solving queries from incoming calls.
- Correspond with vendors and respond to inquiries.
- Do bookings in flights, hotels, car events.

### CASHIER/RECEPTIONIST - GOING STRAIGHT SALON

Sunvar Building Amorsolo, Pasay City

May 21, 2014 - Dec. 29, 2015

Duties and Responsibilities:

- Receive payments by cash, card, voucher issues receipt, refunds credits
- Welcoming visitors, answering their questions.

### SERVER - BOND URBAN PUB

Amorsolo, Makati

August 2011 - March 2014

Duties and Responsibilities:

- Ensure that the patrons have an enjoyable dining experience.
- Providing quality customer service.

**SALES ASSOCIATE - BENCH SUYEN CORPORATION**

Pasay City

October 2005 - April 2006

Duties and Responsibilities:

- Provide customer service.
- Assisting customers.

**PERSONAL INFO**

Date of Birth : October 02, 1989  
Gender : Female  
Civil Status : Married  
Religion : Catholic  
Citizenship : Filipino  
Height : 5'3  
WEIGHT : 60 kg  
Father's Name : Arthur Muriel  
Mother's Name : Mifa Muriel

**REFERENCES**

**MRS. MEANNA MANLUCTAO**

Group Manager  
Going Straight Salon

**ARIS TUPIL**

Manager  
Bench Suyen

**ALEX RAMOS**

Barangay Chairman  
Balut Tondo

**I hereby certify that the above information are true and correct to the best of my knowledge.**

**MIA JOY M. SOTTO**  
Applicant