

# Saturnino Ducay Jr.

Experienced Virtual Assistant/Remote Employee specialized dealing with different types of calls such as dispatching, handling specialty drugs orders and insurance concerns. Experienced in Data Entry, collecting, searching data and compiling them to an accessible database. Graphic Designer, creating designs for printing business, logos and for posting.

## EXPERIENCE

### **PUBLIC SAFETY SERVICES, CALIFORNIA — Dispatcher**

May 2022 - PRESENT

Handles inbound calls about security issues like public disturbance, noise complaint, parking issues and dispatching the guards to respond to the service calls. Handles Data Entry by collecting clients and guards information and making an accessible file for the team. Creating knowledge base files based on the team's collected data. Assist new applicants to go through the application process Sending emails to clients, handling guard's schedules and monitoring their performance and attendance. Assist my client to different type of task like excel, or Graphic design

### **OptumRx, Cebu — Customer Service**

APRIL 2021 - MAY 2022

Assist patients in setting up an order for their specialty medications, handling insurance concerns, managing their data, and making sure that they are on track with their treatment for them to feel better.

### **Happy Prints, Cebu — Graphic Designer**

NOVEMBER 2018 - JANUARY 2021

Create designs depending on customers' requests for their products, and handle social media accounts for better marketing and answering inquiries. Check stock for inventory and create files for easier monitoring of revenue and expenses.

### **Grieg Star Shipping, Manila — Seafarer**

AUGUST 2017 - JULY 2018

An international shipping industry where I keep track of cargo conditions while underway, participate in ship security checks and emergency drills, prepare documents and perform maintenance works.

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## SKILLS

Customer Service - Intermediate

Phone call - Advance

Graphic Designs (Photoshop) - Intermediate

Video Editing (Sony Vegas) - Intermediate

Data Entry - Advance

Social Media - Intermediate

File Management - Intermediate

Email Management - Intermediate

Microsoft Apps - Advance

Google Operations - Intermediate

## AWARDS

**NPS Champion** - Won twice as an NPS (Net Promoter Score) Champion, where I got the greatest number of positive surveys in the department in one week.

**Best in Drafting** - Awarded to me when I was in high school for having the best project in architectural design of a house plan, and creating its miniature.

## EDUCATION

### **University of Cebu Lapu-Lapu and Mandaue - Cebu** **Bachelor of Science in Marine Transportation**

JUNE 2013 - MARCH 2017

Graduated Marine Transportation course under NSA - Norwegian Shipowners Association scholarship program.

Graduated with a 1.75 GPA.

### **Cebu Institute of Technology University - Cebu** **Bachelor of Science in Civil Engineering**

JUNE 2012 - OCTOBER 2012

Studied one semester of Civil Engineering course.

## LANGUAGE

Filipino and English