



Celine Punzalan- Juan

Contact

+639 76-160-3265

punzalan210@gmail.com

Mag-Asawng Ilat, Tagaytay City, Philippines

About Me

Skilled in handling administrative tasks, managing schedules, coordinating communication, and delivering excellent client support. Achieving quota in sales. Detail-oriented, dependable, and adaptable in both clinical and virtual environments.

References

Eric Causaren

Mag Asawang Ilat | Brgy. Leader
phone number: +63932-587-2397
Email: kapteric@gmail.com

Maricris Cruz, MAN, RN

Tagaytay Medical Center | Nursing Director
Phone number: +63952-473-1804
Email: mocruz@tagaytaymed.com.ph

Ed Mamita, MAN, RN

Tagaytay Medical Center | ASST CHIEFNURSE
Phone number: +6399176381561
Email: edmamita.tagaytaymed@gmail.com

Skills

- Strong organizational and time management skills
- Excellent written and verbal communication
- Proficient in office software and hospital systems
- High level of discretion and attention to detail
- Ability to multitask in a fast-paced healthcare environment
- Familiarity with CRM software and support tools
- Graphic and Illustrator Editing Skills

Education

- Bachelor of Science in Business Administration Major in Human Resource Development Management
2013-2017
City College of Tagaytay

Experience

CUSTOMER SERVICE, ADVISOR I

2025 -2026

Concentrix

handles administrative and support tasks essential for business operations
Entering and updating customer information in databases/CRM systems.
Maintaining accurate records of customer interactions and transactions.

NURSING SECRETARY

2022-2025

Tagaytay Medical Center

A Nursing Secretary provides essential administrative support to the nursing department, ensuring smooth and efficient operations within a healthcare setting. This role involves handling clerical duties, maintaining records, and assisting nursing staff with documentation and communication tasks. I upload schedules and answer phone calls

VIRTUAL ASSISTANT

2022-2024

Part-time

Provide remote support to help businesses attract customers, boost sales, and maintain client relationships. Assists in both administrative and promotional tasks — managing campaigns, handling customer inquiries, generating leads, and supporting sales strategies to increase revenue and brand awareness.



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Tools I use

- Canva
- Google workforce
- Microsoft Office Tools
- AI tools; chatgpt, gemini
- Social Media Management Toos

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CUSTOMER SERVICE REPRESENTATIVE **2020-2022**

Mountain Top Cable TV Networks

responsible for interacting with customers to provide information, resolve issues, and ensure a positive experience with the company's products or services. We serve as the first point of contact for inquiries, troubleshooting, and support.

CASHIER **2018-2019**

MERCURY DRUG CORPORATION

Balancing the cash register/drawer at start and end of shifts. Responsible for processing and receiving payments and issuing Receipts to customers as they leave with their purchases handle additional items necessary, such as coupons, while providing an excellent customer service experience

APPCO GROUP ASIA **2018**

BRAND AMBASSADOR

Positively embody the brand's image, mission, and values at all times, in person and online
Attend and work at trade shows, product launches, demos, and pop-up events, engaging attendees and distributing materials. Interact with consumers, answer questions, educate them on products, and build strong customer relationships.



concentrix
University

CERTIFICATE

— OF TRAINING COMPLETION —

Celline Juan

has successfully completed the training

CCSP23032933EN - HIPAA - What You Need to Know

On 12/2/2025

Concentrix is a global leader in Digital Customer experience. This certificate is issued by Concentrix as part of Concentrix training program for our employees.

Downloaded on 12/16/2025