

Johanna Beja Del Rosario

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🎯 Objective

Detail-oriented Data Entry Specialist and data-focused support across call center and traffic coordination. Expert in data integrity, compliance verification, chart review-style accuracy checks, and AI training support through precise professional data annotation and QA routines. Proven ability to optimize data entry workflows, improving accuracy while maintaining on-time completion rates.

👤 Personal information

- Place: Laoag City, Ilocos Norte, Philippines

📖 Education

Technological Institute of the Philippines
B.S. Computer Engineering

1999

📁 Experience

Capella BPO (Project Based)

4/2026 - Present

Data Annotator/ Data Labeler/ Reviewer/Validator/Quality Checker

- Performed data labeling, annotation, review, validation, and quality checking tasks for AI training datasets
- Reviewed and verified data accuracy, consistency, and compliance with project guidelines
- Conducted quality assurance checks and corrected annotation errors
- Maintained data integrity and confidentiality while meeting productivity and accuracy targets
- Identified inconsistencies and escalated issues for resolution
- Utilized annotation tools, spreadsheets, and computer systems to complete assigned tasks efficiently

Telecare BPO

8/2025 - 9/2025

Lead Generation Specialist

- Conducted targeted lead generation and research to identify and qualify potential clients.
- Maintained accurate customer and lead information in CRM systems
- Verified healthcare provider data, contact details, and account information.
- Ensured data accuracy, confidentiality, and compliance with healthcare industry standards
- Generated reports and tracked lead conversion progress for management review.

Telecare BPO

4/2025 - 7/2025

Quality Assurance

- Monitored and evaluated customer interactions (calls) for quality compliance
- Conducted audits to ensure accuracy, professionalism, and adherence to company standards
- Identified errors, process gaps, and recurring issues in customer service delivery
- Provided feedback and coaching to improve agent performance and service quality
- Prepared QA reports and tracked performance metrics for management review
- Ensured compliance with company policies, scripts, and data privacy regulations
- Supported continuous process improvement through quality findings and recommendations

Telecare BPO*1/2024 - 3/2025*

RPM Chart Review Specialist

- Reviewed remote patient monitoring (RPM) charts for accuracy, completeness, and compliance
- Verified patient data, vital signs, and clinical records for consistency and correctness
- Ensured documentation compliance with healthcare standards and regulatory requirements
- Identified and flagged missing, incorrect, or inconsistent chart entries for correction
- Updated and validated electronic health records (EHR) in RPM systems
- Performed quality checks to ensure accuracy of patient monitoring data
- Maintained patient data confidentiality and compliance with HIPAA standards
- Generated reports on chart review accuracy and compliance findings

Capella BPO*4/2023 - 12/2023*

Traffic Video Data Entry

- Reviewed traffic video footage to extract and record key data points
- Entered traffic data such as vehicle count, speed, and flow into databases
- Tagged and categorized video segments based on project guidelines
- Verified and validated traffic data for completeness and correctness
- Maintained organized records and met productivity and quality targets
- Followed data quality standards and ensured compliance with project requirements

Telecare BPO*10/2022 - 3/2023*

Sales Associate

- Assisted diabetic patients with healthcare inquiries, treatment plans, and service guidance
- Provided information on diabetes management programs, medications, and monitoring services
- Handled inbound and outbound calls for patient support, follow-ups, and enrollment
- Educated patients on diabetes care, lifestyle management, and service usage
- Maintained accurate patient records and updated CRM systems
- Ensured compliance with healthcare privacy policies and data confidentiality standards
- Coordinated with healthcare providers to resolve patient concerns and service issues
- Scheduled appointments and processed service requests for diabetic care programs
- Delivered empathetic customer service to improve patient satisfaction and engagement

Hussain Alyaseen Family*9/2015 - 6/2022*

OFW - Nanny

- Provided daily supervision ensuring safety and well-being of children
- Prepared meals and snacks based on dietary needs and instructions
- Maintained a clean, safe, and organized environment for children
- Monitored behavior and reported updates to parents or guardians
- Assisted with school drop-off/pick-up and activity transportation when required
- Communicated regularly with parents regarding daily activities and progress

Kameraworld Inc*1/2001 - 6/2001*

Customer Service Provider

- Assisted customers with inquiries about cameras, lenses, and accessories
- Provided product recommendations based on customer needs and budget
- Handled customer service through in-person, phone, and online channels
- Processed orders, returns, exchanges, and warranty claims accurately
- Explained product features, specifications, and proper usage to customers
- Resolved customer complaints and ensured customer satisfaction
- Maintained updated product knowledge for accurate assistance
- Assisted with inventory checks and stock availability coordination

Formatter

- Formatted documents, reports, and datasets according to company templates and guidelines
- Ensured consistency in layout, fonts, spacing, and document structure
- Cleaned and organized raw data for reporting and analysis purposes
- Corrected formatting errors and improved document accuracy and presentation
- Converted files between formats (Word, PDF, Excel) as required
- Verified formatted content for accuracy before submission or delivery
- Followed style guides and formatting standards for professional output
- Supported data entry and documentation teams with properly structured files

**Skills**

Data Entry & Data Management Data Annotation & Labeling Quality Assurance (QA) & Quality Checking
Data Validation & Verification Chart Review (RPM / Healthcare Data) Customer Service & Client Support
Healthcare Support (Diabetes Care, Patient Assistance) Lead Generation & Prospect Research Sales
Support & Account Handling Document Formatting & Editing CRM Data Management Attention to Detail &
Accuracy Time Management & Multitasking Microsoft Excel & Google Sheets Communication Skills
(Written & Verbal) Confidentiality & Data Privacy Compliance Basic Computer & Internet Skills

**Reference**

References available upon request

**Language**

- English
- Tagalog
- Ilocano