


JOEBERLYN JOY DANIPOG CORTES

Executive Assistant | Administrative Professional

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Caloocan City, Metro Manila 

Highly organized and proactive professional with experience in administrative operations, client relations, and process optimization. Skilled at managing schedules, coordinating workflows, and supporting teams with precision and discretion. Known for strong attention to detail, adaptability, and the ability to streamline operations to enhance efficiency and business performance. Excels in fast-paced environments and remote collaboration.

PROFESSIONAL EXPERIENCE

SALES COORDINATOR | SECRETARY

LBY Enterprises Corporation

June 2025 - March 2026

- Oversaw daily administrative and sales operations, ensuring smooth coordination between departments.
- Developed and implemented structured workflows and internal systems, improving efficiency and reducing errors.
- Maintained meticulous records, reports, and documentation with high accuracy standards.
- Monitored inventory and proactively reported stock requirements to management, supporting uninterrupted operations.
- Coordinated with clients and internal teams to ensure timely execution of tasks and high service quality.
- Managed scheduling, meetings, and office communications, ensuring organized and productive workflow.
- Prepared and processed invoices for outgoing delivery orders, ensuring accuracy and proper documentation for record-keeping and follow-up.

PROPERTY SPECIALIST

Victor Consunji Development Corporation

November 2024 - April 2025

- Achieved ₱38M in total personal sales through proactive client acquisition strategies.
- Presented townhouse developments to prospective clients and conducted site viewings.
- Sourced leads through online platforms, field marketing, and direct engagement.
- Built and maintained client relationships to support sales conversions.
- Assisted in administrative tasks including document preparation, meeting coordination, and client follow-ups.

SALES ASSOCIATE

Mitsubishi Peak Motors Phils., Inc.

January 2023 - January 2024

- Generated sales through online lead sourcing and on-site/mall engagements.
- Assisted clients throughout the full sales cycle, from inquiry to closing, providing personalized support.
- Managed all documentation for vehicle releases, ensuring forms were properly completed, organized, and submitted to the Finance department for verification.
- Applied product knowledge to match customer needs with suitable vehicles.
- Maintained and organized client records, schedules, and follow-up communications.

VIRTUAL ADMINISTRATIVE ASSISTANT

AstraQom International (Remote)

December 2019 - December 2020

- Maintained and updated company website content, including product listings, pricing, and images.
- Managed digital assets using shared databases and file systems.
- Ensured accuracy and consistency of online information.
- Assisted with administrative tasks such as scheduling, report preparation, and client communications.

CUSTOMER SERVICE & SALES ASSOCIATE

VXI Global Solutions, Inc.

February 2019 - July 2019

- Provided customer support for telecommunications services (AT&T).
- Resolved customer concerns while identifying opportunities for additional sales.
- Promoted and upsold products to meet performance targets.
- Maintained accurate documentation of client interactions and follow-ups.

CUSTOMER SERVICE REPRESENTATIVE

Alorica Philippines

October 2018 - January 2019

- Assisted customers with order tracking and inquiries for an e-commerce account (Amazon UK).
- Delivered timely and accurate support to ensure customer satisfaction.
- Maintained detailed records of customer interactions and issue resolutions.

CUSTOMER SERVICE REPRESENTATIVE

Convergys Philippines

August 2015 - December 2015

- Handled billing and account inquiries for a retail credit account (Macy's).
- Resolved customer concerns related to payments and account management.
- Documented interactions and coordinated with internal teams to ensure issue resolution.

CORE SKILLS

- Administrative & Operations Management
- Strong Attention to Detail with High Accuracy Standards
- Quality Control & Error Prevention Mindset
- Multitasking & Time Management
- Process Improvement & System Development
- Adaptability & Fast Learning in Dynamic Environments
- Customer Service & Relationship Management
- Digital Tools & Basic Website Management
- Communication & Negotiation
- Sales & Client Acquisition

CORE STRENGTHS

- Highly organized with strong prioritization and scheduling abilities
- Proactive problem solver who anticipates needs and streamlines workflows
- Reliable and detail-oriented, maintaining high standards in all tasks
- Effective communicator, able to coordinate across teams and clients
- Adaptable and quick learner in fast-paced, dynamic environments
- Experienced in supporting both in-person and remote operations
- Professional demeanor with discretion and integrity in handling information
- Goal-oriented with a strong focus on efficiency and quality

EDUCATION

Ateneo de Naga University

BS in Entrepreneurship