

Jean Carla Estrada

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Enthusiastic Admin Assistant/Customer Service professional with over 3 years of experience in administrative support and operational supervision. Proven skills in maintaining confidentiality and managing communications efficiently. Successfully improved workflows in previous roles, resulting in enhanced service delivery. Passionate about leveraging strong organizational abilities and attention to detail to contribute positively to team dynamics and administrative functions.

Work experience

- 12/2024-04/2025

Content Labeler, Telus Digital

Taguig, Philippines

 - Accurately labeled and categorized online content to improve AI and machine learning algorithms.
 - Ensured quality assurance by rigorously adhering to company labeling protocols.
 - Scrutinized large volumes of data while maintaining precision and confidentiality.
- 01/2023-11/2024

Content Moderator, Concentrix

Taguig, Philippines

 - Monitored and evaluated user-generated content to ensure compliance with community standards and company policies.
 - Flagged inappropriate or harmful materials and collaborated with moderation teams to improve filtering accuracy.
- 02/2022-01-2023

Secretary, Isabela Good Health Marketing

Philippines, Philippines Corporation

 - Provided high-level administrative support to management, including calendar coordination, document preparation, and meeting arrangements.
 - Maintained confidential files and records with both accuracy and efficiency.
 - Served as the primary point of contact for internal and external communications.
- 09/2020-02-2022

Operations Supervisor,Nuebe Service Cooperative

Cauayan City, Philippines

 - Supervised daily operational activities, ensuring seamless coordination among all departments.
 - Led a team of administrative personnel by assigning tasks, monitoring progress, and evaluating performance.
 - Developed and instituted process improvements that enhanced workflow efficiency and service delivery.

EDUCATION

06/2015 – 06/2019

Isabela State University Cauayan City, Philippines

Bachelor of Science, Information Technology

SKILLS

- Operations & Administrative.
 - Content Moderation & Compliance Management
 - Problem Solving & Critical Thinking
 - Data Handling & Confidentiality
- Digital Tools: MS Office Suite,
 - Scheduling & Office Coordination
 - Customer Service & Support