



Joecel Mae Bayate Gabi

Al Nahda Sharjah, United Arab Emirates

0585789636

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CAREER OBJECTIVE

I am committed to creating positive patient experiences through clear communication, empathy, and efficiency. With a background in customer-facing roles across high-pressure environments, including hospitals and retail, I bring professionalism, adaptability, and a results-driven attitude.

WORK EXPERIENCE

FeedBack Documentation Services UAE LLC

CUSTOMER SERVICE - CUSTOMER FACING December 2024 - PRESENT

- **Effectively resolved customer concerns** while maintaining a positive patient experience and ensuring high client satisfaction, as part of an outsourced team assigned to various hospitals in Dubai, including Al Zahra Hospital, Fakeeh University Hospital, Iranian Hospital, and International Modern Hospital.
- **Provided front-line support for birth certificate inquiries** and document processing, contributing to service transparency and trust in the organization's image
- **Collected and analyzed patient feedback**, identifying recurring concerns, service gaps, and positive patterns. Collaborated with supervisors and internal teams to implement improvements, enhance service delivery, and support brand integrity and patient trust.
- **Maintained accurate and confidential records**, ensuring data integrity in compliance with hospital policies and UAE health authority requirements. Played a critical role in upholding service transparency and ensuring a consistent, high-standard patient experience.
- **Adapted quickly to diverse hospital environments**, demonstrating flexibility, cultural sensitivity, and the ability to maintain professionalism under pressure in high-volume settings.

Helix Global Inc. Philippines

MARKETING OFFICER

June 2024 - October 2024

- **Developed and implemented effective customer communication** strategies to enhance customer relationship management (CRM) and drive satisfaction.
- **Responded to an average of 50 customer inquiries** daily across multiple social media platforms, including Facebook, Instagram, and TikTok, providing personalized assistance before and after sales.
- **Maintained strong communication and professional relationships** with 13 authorized dealers nationwide to ensure consistent service and product delivery.
- **Participated in business development initiatives and engaged** with over 50 walk-in or online customers daily, providing information and support to drive conversions.
- **Managed company social media accounts** by proposing and executing content ideas for advertising and promotional campaigns, leveraging digital platforms to boost brand visibility.
- **Collected and nurtured leads through strategic lead generation efforts**, utilizing various AI tools and digital marketing techniques to support sales and promotional activities.

MARKETING INTERN

January 2024 - May 2024

- **Created and maintained daily marketing trackers** to monitor lead generation progress and campaign effectiveness, ensuring alignment with sales targets.
- **Explored and analyzed content trends** across various social media platforms to gather creative inspiration and identify relevant content "pegs" for upcoming campaigns.
- **Compiled and submitted detailed weekly and monthly reports** analyzing social media performance metrics, providing insights to guide marketing strategy and content planning.
- **Conducted market research to better understand target audiences**, including geographic segmentation and behavioral patterns, to support more personalized and effective marketing communication.

Creotec Philippines

EMPLOYEE RELATION

2019

- **Promoted discipline and contributed to a healthy**, positive workplace environment during work immersion.
- **Supported the implementation of company rules and regulations** while maintaining open and respectful communication with employees.
- **Drafted official memorandums and ensured timely distribution across departments**

EDUCATIONAL ATTAINMENT

- **2025**

Certified Marketing Management Specialist

Issued by CENTER FOR PROFESSIONAL ADVANCEMENT AND CONTINUING EDUCATION, INC.

- **2020 - 2024**

BATANGAS STATE UNIVERSITY

Bachelor of Science in Business Administration Major in Marketing Management

With the Highest GWA of 1.50

Top Performing Student

Consistent Dean's Lister

- **2018 - 2020**

UNIVERSITY OF BATANGAS

Accountancy, Business and Management

With Honors

RELATED SKILLS

- Communication Skills
- Ability to Work Under Pressure
- Culturally Aware
- Display Resourcefulness
- Self-motivated and Committed
- Flexible and Hardworking

LANGUAGES

- English (Fluent)
- Filipino (Fluent)

CHARACTER REFERENCES

- Marife Arbas
Customer Service Assistant
Dubai Duty Free, United Arab Emirates.
+971544879693
- Cana Raj A. Baril
Relationship Specialist
Orix Metro Leasing and Finance Corporation Philippines.
(+63)-927-488-4587

I hereby certify that the above information is true and correct to the best of my knowledge and belief.


Joecel Mae Bayate Gabi

Applicant's Signature