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## **Rachel Anne Caluag – Jingco, BSN**

- 2 years experience as Nurse Assistant

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**OBJECTIVE:** To work in an environment that motivates excellence, passion for work and loyalty towards the organization that will enhance my character and will also enable me to become more competitive in my chosen field of endeavor.

**EDUCATION:** A.Y. 2006 - 2011  
**Colegio De Sta. Monica, Las Pinas City.**  
Bachelor Of Science in Nursing

A.Y. 1999 – 2003  
**Las Pinas College**  
Top 30% of the Graduate Students  
Secondary Education

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## **PROFESSIONAL EXPERIENCE:**

**Nurse Assistant ( October 4 2018 - October 3 2020)**

Health Service and Medical Recruitment Company / Specialist Medical Group ( Riyadh, KSA )

***Geriatric Cases Handled:*** Diabetic patients, Cancer patient, Pneumonia, Stroke patient, Alzheimer's, Post Operative patient.

**Job Description:** To provide basic care to patients in hospitals or residents. Work under the supervision of Registered Nurses and follow care instructions provided by RNs or Doctors.

## **Responsibilities:**

- Answer patient call signals, signal lights, bells, or intercom systems to determine patients' needs.
- Turn or reposition bedridden patients.
- Provide physical support to assist patients to perform daily living activities, such as getting out of bed, bathing, dressing, using the toilet, standing, walking, or exercising.
- Review patients' dietary restrictions, food allergies, and preferences to ensure patient receives appropriate diet.
- Measure and record food and liquid intake or urinary and fecal output, reporting changes to medical or nursing staff.
- Record vital signs, such as temperature, blood pressure, pulse, or respiration rate, as directed by medical or nursing staff.
- Gather information from caregivers, nurses, or physicians about patient condition, treatment plans, or appropriate activities.
- Observe or examine patients to detect symptoms that may require medical attention, such as bruises, open wounds, or blood in urine.
- Document or otherwise report observations of patient behavior, complaints, or physical symptoms to nurses
- Exercise patients who are comatose, paralyzed, or have restricted mobility.
- Remind patients to take medications or nutritional supplements.
- Feed patients or assist patients to eat or drink.
- Lift or assist others to lift patients to move them on or off beds, examination tables, surgical tables, or stretchers
- Communicate with patients to ascertain feelings or need for assistance
- Administer medications or treatments, such as catheterizations, suppositories, irrigations, enemas, massages, or douches, as directed by a physician or nurse.

## ***Medical Equipment / Machines Handled:***

- 1. IV Infusion Pump (The BD Alaris Pump)** - a medical device that delivers fluids, such as nutrients and medications, into a patient's body in controlled amount



- 2. Mechanical Ventilator** - a machine that helps a patient breathe (ventilate) when they are having surgery or if patient cannot breathe on their own due to a critical illness. The patient is connected to the ventilator with a hollow tube (artificial airway) that goes in their mouth and down into their main airway or trachea.



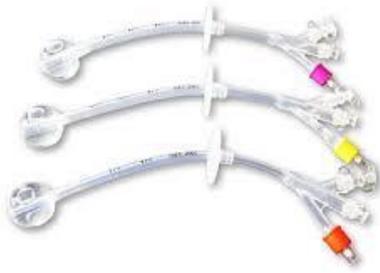
- 3. Nasogastric Tube (NGT)** - a special tube that carries food and medicine to the stomach through the nose.



- 4. Gastrostomy Tube (G-Tube)** - is a tube inserted through the abdomen that delivers nutrition directly to the stomach.



- 5. Percutaneous Endoscopic Gastrostomy (PEG)** - an endoscopic medical procedure in which a tube (PEG tube) is passed into a patient's stomach through the abdominal wall, most commonly to provide a means of feeding when oral intake is not adequate.



6. **Suction Catheter** - a hollow tube that is inserted into the upper airway to drain the mucus, saliva, and other debris that obstructs a person's breathing.



**Fraud Protection Specialist ( May 05 2016 – September 30 2018 )**

American Express ( Bonifacio Global Taguig, Philippines )

Job Description: Handle's preliminary investigations, real-time monitoring and analysis of client behaviors and online banking, as well as managing daily fraud reports. These functions play a critical role in the execution of the Bank's responsibilities to monitor and report fraudulent activity, while working independently to perform an assessment of alerts received by the enterprise fraud monitoring system, and conduct enough research to determine whether it deems further action or escalation.

**Responsibilities:**

- A review of the matter and any accompanying data
- Searches of internal/external information
- Daily monitoring and analysis of client behavior

- Daily monitoring and analysis of transactions.
- Research and decision alerts from the behavior monitoring system and manual referrals, this includes placing calls to clients for transactions validations as needed.
- Execute procedures as prescribed; opening reviews for all matters upon which an assessment is performed; determining if further investigation or action is or is not warranted
- Guaranteeing completeness and consistency in the assessments
- Analyze and assess research results and conduct complex data analysis
- Ensure appropriate collection and analysis of documents to obtain a complete understanding of the client and identify unusual transaction patterns
- Escalate alerts to Fraud Investigations as needed
- Document the data or information upon which the decision whether proceed or not to proceed to investigation was made
- Take action as necessary per departmental procedures

**Customer Solution Officer ( February 24 2014 – April 30 2016 )**

Citigroup of Companies ( Citibank ) ( Makati City, Philippines )

Job Description: Is to Provide 'world-class' service excellence to clients by offering consistent telephone banking experience. Attend to both inbound & outbound telephone calls in accordance with the standard operating procedures. Processing of online banking transactions which include financial entries & data maintenance.

**Responsibilities:**

- Serve as single point of contact for clients, interacting with key teams to identify and resolve issues
- Ensures customer inquiries are answered in an efficient and timely manner, maintaining compliance with departmental standards
- Conduct necessary analyses to address client needs
- Communicate resolutions to clients
- Appropriately assess risk when business decisions are made, demonstrating particular consideration for the firm's reputation and safeguarding Citigroup, its clients and assets, by driving compliance with applicable laws, rules and regulations, adhering to Policy, applying sound ethical judgment regarding personal behavior, conduct and business practices, and escalating, managing and reporting control issues with transparency.

## **Sales and Service Representative 2 ( May 9 2011 – February 18 2014 )**

Convergys Philippines Services Corporation ( Muntinlupa City, Philippines)

Job Description: Interfaces with customers via inbound calls, outbound calls, or through the Internet depending upon client requirements. This position provides customer service support and resolution of routine problems regarding client's product or services.

### **Responsibilities:**

- Resolve customer complaints via phone and email
- Use telephones to reach out to customers and verify account information.
- Greet customers warmly and ascertain problem or reason for calling.
- Cancel or upgrade accounts.
- Assist with placement of orders, refunds, or exchanges.
- Advise on company information.
- Take payment information and other pertinent information such as addresses and phone numbers.
- Place or cancel orders.
- Answer questions about warranties or terms of sale.
- Act as the company gatekeeper.
- Suggest solutions when a product malfunctions.
- Handle product recalls.
- Attempt to persuade customer to reconsider cancellation.
- Inform customer of deals and promotions.
- Sell products and services.
- Utilize computer technology to handle high call volumes.
- Work with customer service manager to ensure proper customer service is being delivered.
- Close out or open call records.
- Compile reports on overall customer satisfaction.
- Read from scripts.
- Handle changes in policies or renewals.

## **Restaurant Receptionist ( September 2007 – March 30 2008 )**

Red Crab Group of Restaurants ( Westgate Alabang, Philippines )

Job Description: Is well trained on phone etiquette to be able to handle phone conversations with clients in the most professional manner and also schedules client bookings.

### **Responsibilities:**

- Draw up client bookings for tables and ensure that tables are set before clients' arrival
- Manage the front desk by receiving incoming calls, greeting and attending to customers
- Inform guests about the availability of tables and direct them to the tables
- Keep records of guests who visit the restaurant
- Assist customers with answers to queries, and proffer solutions to issues within your capacity
- Collaborate with other restaurant staff and the management to ensure that customer complaints are properly attended to in a timely manner
- Ensure that clients make payment for services before they exit the restaurant
- Keep clear records of payments received and make detailed notes of balance payments
- Check restaurant's emails and respond to them accordingly; draw the attention of management to certain mails when necessary
- Communicate with other staff, such as dinners, informing them of clients' bookings, needs and complaints.

### **Seminar and Training Attended:**

- Demystifying Nursing Research: Lifelong path to evidence – based Nursing practice by Dr. Denise F. Polit conducted by Professional Regulation Commission CPE Council for Nursing Held at Philippine Trade Training Center on January 2011.
- First Aid with Disaster Management and Mass Casualty Incident @ Colegio De Sta. Monica Conducted by American Safety and Health Institute Organization on November 2010.
- CPR ( Cardio Pulmonary Resuscitation ) for Professional Rescuer was Conducted by American Safety and Health Institute Organization on November 2010.
- Banquet Service Training at French Corner Café Restaurant and wine bar on November 2008.

**References:**

- **Saneth Buron Francisco / Staff Nurse III @ Specialist Medical Group / 0506737456**
- **Leo Lex Veridiano / Staff Nurse II @ Olaya Medical Center Clinic / 0563471562**
- **Marian Avecilla / Team Leader @ American Express / 09272527877**
- **Elvin Dela Paz / Customer Solution officer @ Citigroup / 09088109447**
- **Homer Udal / Team Leader @ Convergys Alabang One / 09053271795**

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

A handwritten signature in black ink, appearing to read 'Rachel Anne Caluag', is written over a solid horizontal line. The signature is stylized and cursive.

Rachel Anne Caluag - Jingco