



Mary Michelle Olbes Tan, R.N.

35 years old January 4, 1986 Female

RN PRC LICENSE NO. 0698345

+639055363741 mtan100617@gmail.com

#37 Lot 35 Block 9 Daisy street Modesta Village, San Mateo, Rizal, 1850 Philippines

PROFESSIONAL SUMMARY

A dedicated staff nurse with 4-year experience in clinical settings Adept at providing top-notch cardiovascular care at the Philippine Heart Center with adaptable nursing professional skills at responding to all types of routine and emergency situations. Delivers expert care for acute and chronic conditions.

A diligent and efficient in verbal and written communication with 7-year experience in customer service. Motivated with a strong background on cultivating positive relationships and exceeding goals. Results-driven customer service professional focused on delivering exceptional support for diverse needs. Skilled at managing concerns and resolving conflicts to maximize customer satisfaction.

CORE COMPETENCIES

- Cardiovascular care
- Medication administration
- Care planning
- Time management
- Excellent Customer service
- Multitasking
- Problem Resolution
- ACLS, BLS certified
- Task prioritization
- Airline and Cruise line knowledge
- Goal setting
- Cash Handling and management
- Work ethics
- Analytical Thinking
- Collaboration & Teamwork

WORK EXPERIENCE

❖ STAFF NURSE Philippine Heart Center, Quezon City, Philippines, October 2016 to Current

- Utilized research and evidence-based practices to support improvement in clinical care.
- Implemented care plans according to patient needs and priorities.
- Promotes accuracy and quality of care by trainings.
- Delivers specialized care for cardiovascular patients.
- Assures safety and well-being of patients.
- Conduct physical exams
- Take detailed health care histories
- Coordinates care with other health care providers and specialists
- Stay current with advances in health care options, medications, and treatment plans
- Monitors patient pre-procedural and post-procedural.
- Provides cardiovascular care to the patients regardless of their status, race and religion.
- Well-equipped with trainings on skills and knowledge
- Certified on BLS, ACLS and emergency cardiovascular care

❖ CONCIERGE Raffles Shopping Centre, Singapore

September 2013- May 2016

- Helped guests meet entertainment desires by advising on area attractions and setting up reservations.
- Increased company revenue by encouraging tours and delivering polished sales presentations to established and prospective unit owners.
- Boosted sales of property services using advanced consultative skills and expert guest relations abilities.
- Protected guests with utmost professionalism and discretion for all matters.
- Assisted guests with planning special events by recommending area service providers.
- Delivered insider details about local nightlife, family attractions and recreational destinations.
- Located hard-to-find items and exotic services such as luxury car rentals for guests.
- Provided information about local features, such as shopping, dining, nightlife, or recreational destinations.
- Handles cash vouchers and revenues with integrity and honesty

❖ **OPERATIONS OFFICER Singapore Cruise Center, Singapore**

September 2011-September 2013

- Created environment of teamwork, collaboration, and open communication by empowering employees with relevant training.
- Protected workers by verifying safe working practices, documenting accidents, and revamping deficient procedures to eliminate recurrence.
- Boosted efficiency and team performance by setting goals and plans to achieve each target.
- Improved operations by implementing procedural changes such as passenger flow of departure and arrival as well as organized baggage handling and claiming
- Monitored facility to ensure safety. Security and proper maintenance.
- Responsible for checking and assuring functions of equipments before, during and after embarkation and disembarkation of passengers
- Assuring proper tagging and handling of luggages into the ship of destination
- Provides proper communication to the captains of the ship for docking, arrival, departure and process aligned with the guidelines.

❖ **CUSTOMER SERVICE AGENT Changi Airport, Singapore**

February 2009- September 2011

- Verified account information and personal data to maintain security and confidentiality.
- Resolved flight issues to restore customer satisfaction and reported trending issues to management.
- Answered general inquiries regarding Airport facilities, boarding gates, flight details, ticketing, and immigration rules.
- Documented customer interactions and account details
- Maximized satisfaction by anticipating needs and consistently offering expert support.
- Investigated and resolved customer concerns related to order inquiries and delivery tracking.
- Recaptured customer loyalty with expertise in de-escalating conflicts and building personalized solutions.
- Facilitates flight as a controller for safe, on-time and comfortable boarding.
- Secures safety by verifying flight bookings and baggage tagging before and during flight.
- Accountable on embarkation and disembarkation of passengers
- Assisting passengers with special needs such as handicapped, abused, unaccompanied minors to have a smooth embarkation, transit and disembarkation

❖ **VOLUNTEER NURSE Philippine Heart Center, Philippines**

December 2007- February 2008

- Assisting Nurses and Doctors on daily patient-care routines
- Responsible for taking documents from one department to another
- Assisting in transport of patients from ward to operating rooms and any diagnostic procedures
- Plays a vital role in communicating needed assistance of patients
- Promotes and restores patients' health by completing the **nursing** process
- Collaborates with physicians and multidisciplinary team members regarding treatment and recovery of patients
- Assists in health maintenance and treatment of life-threatening emergencies in various health care situations.

EDUCATION

Our Lady of Fatima University

2003-2008 Bachelor of Science in Nursing

World Citi Colleges

2002-2004 Bachelor of Science in Nursing

Trinity College of Quezon city

2002-2003 Bachelor of Science in Medical Technology

Our Lady of Perpetual Succor College

1998-2002 High school

Our Lady of Perpetual Succor College

1992-1998 Grade school

Mary Poppins Kindergarten

Kinder, Preparatory class

