

Gap Years

2015-2017

A month after my father's passing my sister almost died from pre-eclampsia causing the premature birth of my twin nieces. My other sister and I took turns taking care of our ailing mom in the Philippines, and going to our sister abroad to care for her family since my father who was supposed to go to them to help with the twins had unexpectedly passed away. I was never in the Philippines for more than six months and did not want to go between jobs and leave due to precedented travel plans so I never took full time jobs. During this time, I focused on my family and would never have done otherwise. Although this was my family, I have grown in my patient care and adaptability having been exposed to different cultures and being responsible for my twin nieces.

2017

My mother died and I went to see my sister again hoping this was the last time as my nieces have entered a manageable age and my sister has shown great improvement in stabilizing her condition.

2018 June-September

I left the company due to forced overtime. I always make sure I work efficiently and never used the company's time for anything non-work related so when forced overtime was implemented, I would just sit there without anything to do since I finish my tasks before the end of the day. It did not feel right getting paid for those hours while sacrificing time I could be using for my family, self-care or studying. I received an offer to participate in a culture exchange program in Germany a month after I left work. As required, I learned basic German and took the qualifying test, prepared and applied for visa but unfortunately was denied by the embassy.

2019 February

The management had taken budget cuts and laid off several employees without replacement increasing our work loads. We all got sick and took turns taking sick leaves until the company denied all sick leave applications. Expecting a decline in my performance without due rest, I tendered my resignation. 2019 April to September

2019 April - September

After a month of recuperation, I focused on getting my license by getting prepared for the board exams which I passed on my first try.

2020 January - June

Since my sister's family couldn't visit the Philippines and my nieces have been growing so fast, I decided to visit them before committing to another full-time job. I got stranded in Zürich due to the pandemic.

PERSONAL INFORMATION **Zandra Go**

 Zone 2 -141 Treasureville, San Isidro, Talisay City, Cebu, Philippines, 6045

 (+6332)383-2319  (+63)916-342-2006

 go.zandra@gmail.com

 Skype ID: vampytooth

Sex Female | Date of birth 16 July 1992

WORK EXPERIENCE

October 2020- **Customer Support Representative**
Present

RDX BioScience
629 Springfield Rd, Kenilworth, NJ 07033, United States

- review and verification of requisitions & accessioning for mistakes and resolution of problems
- assist customers (internal & external) with inquiries and provide relevant information via email and call
- administrative tasks, back-up other positions within the accessioning and customer service department, scheduling of pickup and transport of specimen
- miscellaneous tasks like following up for inventory and restocking

June 2020- **Virtual Assistant**
October 2020

iPoint-net
New Jersey, United States

- documentation, negotiation, product research, item procurement, seller follow-up/support, Facebook account marketing, training, disputes/cases

September 2019- **Medical Technologist Reliever**
January 2020

Northcare Diagnostics
Cedaville Residences Bldg, Sitio Kalubihan, Cebu City, 6000 Cebu

- blood extraction, manual CBC, manual urinalysis and stool exam, preparation of specimens for other tests to send out
- reception, release of results, vital signs

September 2018 – **Concierge / Sales Assistant**
January 2019

Kendrick Realty Inc.
91 Gregory Ln #12, Pleasant Hill, CA 94523 (USA)

- setting up appointments for prospecting home buyers, nurturing leads, compiling customized listings for the clients, organization and tracking of client information
- virtual assistant based in the Philippines

January 2018 - **Check-in-Coordinator**
May 2018

Author Solutions, LLC
6/F TGU Tower, Asia Town IT Park, Lahug, 6000 Cebu (Philippines)

- collection, compilation and preliminary content evaluation of materials to be published
- customer support and administrative tasks
- tracking and recording of client transaction

February 2017– **Volunteer (First Aider, Ambulance Crew, Phlebotomist)**
Present; Intermittent

Philippine Red Cross Cebu Chapter
Osmeña Blvd, Cebu City, Cebu (Philippines)

- Phlebotomist for blood extraction
- provide first-aid as a red cross volunteer for First Aid Stations
- trained ambulance crew for emergency and conduction services offered by the organization

April 2015 - **Medical Technologist Intern**
May 2015

Cebu Institute of Medicine Community Medico-Social Services Primary Care and Lying-in Center Plaridel St, Mandaue City, 6014 Cebu (Philippines)

- perform manual laboratory tests including but not exclusive to:
urine and stool analysis, complete blood count, AFB smears

- July 2014 -
April 2015 **Medical Technologist Intern**
Cebu Velez General Hospital
41 F. Ramos St, Cebu City, 6000 Cebu (Philippines)
- perform manual laboratory tests including but not exclusive to:
 urine and stool analysis, complete blood count, phlebotomy, AFB smears, cultures,
preparation of reagents and media for clinical chemistry and microbiology departments,
handling and preparation of histological specimens, immunology and serology tests
- reception; release and delivery of results
- June 2014 -
July 2014 **Medical Technologist Intern**
Department of Health Regional Blood Bank - Region 7
Osmeña Blvd, Cebu City, Cebu (Philippines)
- phlebotomy, donor aftercare, reception

EDUCATION AND TRAINING

- 2009-2015 **Bachelor of Science in Medical Technology**
Velez College
- Microbiology
- Parasitology
- Virology and Mycology
- Clinical Chemistry
- General Pathology and Histology
- Hematology
- Immuno-hematology
- Analysis of Urine and Body Fluids
- Immunology and Serology
- Human Anatomy and Physiology

PERSONAL SKILLS

- Languages** Filipino, English, Cebuano, Basic German
- Communication skills** - team work: I have worked in various types of teams from research teams to emergency medical teams
- mediating skills: I have facilitated awareness trainings and seminars for Participatory Hygiene and Sanitation Transformation (PHAST) for communities both for teens and adults
- listening: I have worked as a customer support for companies and as a medical professional in impoverished communities.
- adaptable: I can work with new teams/people even without prior engagement
- Computer skills** - familiar with Microsoft Office programs
- can learn and get used to new software easily
- adept at doing research online
- Salesforce
- Time Doctor
- Interactive Connect/i3
- Multiple Listing Service
- Cok Recorder
- Outlook
- Other Skills and hobbies** Martial arts, singing, dancing, yoga, reading, painting, hanging out with friends, cooking, baking, traveling, meeting new people, learning to use different types of wheels and learning new things.

ADDITIONAL INFORMATION

- Certification and Trainings** Standard First Aid and Basic Life Support (Feb 2017)
Rope Rescue, and Urban Search and Rescue (Feb 2017)
Standard Disaster Risk Reduction Management (March 2017)