

Irine Niwane



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I find that it's easy for me to relate to a wide variety of people. For that reason, I really thrive in a team environment. I enjoy meeting new friends, new people, and I love embracing new skills and new opportunities which I feel is a big factor to help boost my confidence and help me determine my strengths and weaknesses as a person.

EDUCATION

- 2014 Caregiving NC-II
MMS-Development Training Center Corp., and TESDA-Baguio City
Classroom lectures, Community services and Hospital OJT
- 2014 Housekeeping NC-II
MMS-Development Training Center Corp., and TESDA-Urdaneta City
Training and OJT
- 2011 – 2013 Bachelor of Science in Business Administration
University of the Cordilleras
Undergraduate

WORK

November 2019 – January 2022

Customer Experience Personnel / Account Manager

Duties and Responsibilities

- Talks to clients regarding products (meetings; trainings)
- Assist clients with their purchases etc.
- Daily statistics

Sep 2018 - Sep 2019

Executive Assistant / Personal Assistant

Dr. Peter Haertsch @NSW Health

Duties and Responsibilities

- Receiving incoming phone calls for the client and setting clinic appointments for his patients.
- Remotely encodes or transcribe all medical reports, records and other necessary patient information into my client's computer.
- Email management
- Calendar management

Jun 2016 – Nov 2018

Team leader / Virtual Assistant

Approved Realty Pty. Ltd. / iApproved

3rd floor, Cabiles Bldg., Engineer's Hill, Baguio City & 3A/77Shore Street West, Cleveland, QLD

Duties and Responsibilities

- Trust Accounting (reconciliations, disbursements, invoices for rental and property sales).
- Appointment setting for open houses or property inspections.

- Processing of tenancy applications and lease packs for tenants.
- Virtual tours for properties for sale.
- Taking in calls and providing outbound calls to prospective customers and also to remind tenants of their late rental fees and/or rent arrears.
- Trains and instructs new VA's.
- Send reports to the main office, receives instructions, serves as their main contact for our remote office, and also is in-charge of our payroll.

Feb 10, 2015 - Mar 10, 2015

Full time Private in-house Caregiver (one month reliever)

Patient: Mrs. Jhanice Gatchalian

Address: #51 Padre Burgos St., Corner Zamora St., Baguio City

Duties and Responsibilities

- Administer medications, wound care and other personalized interventions.
- Monitor patient's diet and physical activities.
- Assisting the patient for her follow-up checkups.
- Helps the patient with bathing and perineal care.
- Cleaning and emptying her fluid drainage.

Jul 2012 - Jul 2014

Home-based Transcriber/Transcriptionist

Filtranscriptionist (based in Davao City)

Duties and Responsibilities

- Converting audio files (general, medical, legal) into grammatically correct transcripts.

Dec 2009 – Dec 2011

Data Entry Specialist / Subtitler

Tech Synergy Voice Transcription

Unit 103, Albergro Di Ferroca Bldg., #1 Villamor St., Lualhati Brgy, Baguio City

Duties and Responsibilities

- Gathering and entering data from various sources into our client's website (@Tony McKnabb) for bookkeeping, processing and management.
- Updates the product prices in Amazon for any gardening equipment and garden accessories.
- Subtitling transcribed audios of old movies, tutorial videos and webinars.
- Transcribing audio files or recordings made from court proceedings, dictated notes, and recorded depositions into written documents.

Dec 2007 - Apr 2008

Customer Service Representative

Sitel (Account: GreenDot.Com)

Standard Bldg 2, Economic Zone, Loakan Rd., Baguio City

Duties and Responsibilities

- Obtain customer's information by answering telephone calls.
- Interview customers and ensures verification of personal information before rendering further assistance.
- Determine eligibility by comparing customer information to requirements.
- Establish policies by entering client information and confirming pricing about credit cards.

SEMINAR AND TRAINING

Nov 3 – 14, 2014

Internship – Benguet General Hospital
80hours

Nov 17 – 28, 2014

On-the-Job-Training – Community-Based Rehabilitation Center
80hours

Apr 2014 – Jun 2014

Technical Education and Skills Development Authority (TESDA) – Urdaneta City
Housekeeping training

Jul 21 – 26, 2014

Philippine Red Cross – Baguio City
Standard First Aid and Basic Life Support

Aug 27 – 28, 2014

NurseZone Review and Skills Training Center
Hands-on Clinical Skills Enhancement Program

Aug 29, 2014

NurseZone Review and Skills Training Center
Fire and Water Safety

Oct 25 – Nov 1, 2009

Negros Navigation Oceanlink Institute
Actual Shipboard Training for Housekeeping

REFERENCE

Francine Camua

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