

JOHN FRANCIS V. GONZALES
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PROFESSIONAL EXPERIENCE

01 October 2021 to Present Staff Nurse

Iloilo Provincial Government/Aleoson District Hospital

JOB RESPONSIBILITIES

- Perform direct patient care, bedside nursing, admission and discharge duties;
- Observe, record and report patient's symptoms, conditions and progress of treatment and therapy;
- Administer medications and note reactions;
- Maintain and record patient's condition, medication and treatment;
- Note and carry out doctor's orders and coordinate with different departments of the hospital for patient's diagnostic and therapeutic procedures;
- Prepare patients and assist physicians with diagnostic and therapeutic procedures for both normal and specialized treatment cases;
- Set up treatment trays and prepare instruments and equipment;
- Perform health teachings on patients based on their condition.
- Perform tasks as deemed necessary by nurse supervisor and doctor-on-duty.

01 February 2021 to 10 July 2021 Utilization Management Representative

Legato Health Technologies, Iloilo City

JOB RESPONSIBILITIES

- Managing incoming calls or incoming post-services claims work;
- Determines contract and benefit eligibility; provides authorization for inpatient admission, outpatient precertification, prior authorization and post-service requests;
- Refers cases requiring clinical review to a Nurse reviewer;
- Responsible for the identification and data entry of referral requests into the UM system in accordance with the plan certificate;
- Responds to telephone and written inquiries from clients, providers and in-house departments;
- Conducts clinical screening process;

- Authorizes initial set of sessions to provider;
- Checks benefits for facility-based treatment;
- Develops and maintains positive customer relations and coordinates with various functions within the company to ensure customer requests and questions are handled appropriately and in a timely manner.

30 June 2014 to 7 October 2020 Beauty Advisor for CLINIQUE

Dubai Duty Free – Dubai International Airport

JOB RESPONSIBILITIES

- Recommend and sell products based on the identified needs of the customers;
- Perform product demonstrations according to the brand standards, values and principles;
- Maintain good product knowledge by continuously educating self on the latest updates and trends that is relevant to the job through the e-learning portal;
- Attend brand meetings and trainings;
- Obtain and relay work-related endorsements during start and end of shift;
- Check and/or prepare requisitions for delivery of sufficient stock to the shopfloor from either main stores or suppliers;
- Ensure stock is displayed according to agreed guidelines and standards;
- Continually monitor displays to reflect stock situations;
- Inform all concerned parties regarding stocks out, new products and general product information;
- Receive stocks according to procedures and policies;
- Formulate strategies on a daily, weekly or monthly basis in order to achieve the sales target goal;
- Contribute to achieving the sales target goal on a monthly basis and submit report to either supplier or the shopfloor supervisor.

23 January 2013 to 29 June 2014 Sales Assistant

Dubai Duty Free – Dubai International Airport

JOB RESPONSIBILITIES

- Assist shopfloor customers at all times in accordance with the ‘world-class customer service’ standard of the company;
- Ensure stock is displayed according to agreed guidelines and standards;
- Continually monitor displays to reflect stock situations;

- Inform all concerned parties regarding stocks out, new products and general product information;
- Receive stocks according to procedures and policies;
- Ensure stock on display is up-to-date, old items are removed, expiry checking is completed and follow up of non-availability of products is done;
- Ensure and maintain cleanliness of the work area and that safe working practices are adhered to at all times;
- Ensure availability of items in their proper locations;
- Operate the electronic cash register as and when necessary;
- Complete the Cash and Credit Submission Report (CCSR). Ensure that the cash and credit sales are correct and properly logged in the cash office at the end of the shift;
- Perform any other responsibilities as deemed necessary by the shopfloor supervisor.

March 27, 2008- October 24, 2011

Sales and Service Representative 2

Convergys Philippines Services Corporation- Bacolod City

Lines of Business:

Time Warner Cable- Billing Department

Comcast Cable- Billing and Chat Support

Express Scripts Incorporated- Pharmacy Benefits

JOB RESPONSIBILITIES

- Achieving specific sales targets and maximizing sale opportunities on each and every call;
- Use non-scripted probing techniques to determine customer needs and offer the most appropriate product or service to address their needs;
- Maintain broad knowledge of products, pricing, promotions, and procedures;
- Ensure service delivered to our customers meets contractual sales goals and other Key Performance Indicators ('KPIs')
- Greet customers in a courteous, friendly, and professional manner using agreed upon procedures;
- Listen attentively to customer needs and concerns; demonstrate empathy while maximizing opportunity to build rapport with the customer;
- Clarify customer requirements; probe for understanding, use tools and resources to appropriately provide resolution to the customer;
- Prepare complete and accurate work including appropriately notating accounts as required;
- Participate in activities designed to improve customer satisfaction and sales performance;
- Answer billing questions by talking through components of customer accounts.

EDUCATION

Bachelor of Science in Nursing

Iloilo Doctors' College

West Avenue, Molo Iloilo City 5000 Philippines

Graduated: April 12, 2008

Bachelor of Arts in English

West Visayas State University

La Paz, Iloilo City 5000 Philippines

Academic Year 2002-2003