Jeffrey S Abella

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Objective

To obtain a position as a Registered Nurse in a clinical setting. Hoping to bring my extensive working with various medical and software tools to a growing and developing practice

Experience

- **724 Care Inc** January 2011 - May 2011
  Call Center Agent
  - Handle client's complaints, questions and inquiries concerning products that they purchased with utmost degree of professionalism and courtesy with an aim to resolve issues of the customers within one call
  - Provide alternative solutions with an aim to retain the customer's business
  - Work in single or multiple skill sets or queues over different channels of customer contract
  - Dealt tactfully with angry callers, job stress and upset customers
  - Showed flexibility and ability to work in various shifts as per the requirement on the floor
  - Meet customer's commitments
- **Enflux Solutions Inc** June 2011 - April 2019
  Call Center Manager
  - Hiring, training, coaching, and leading call center representatives as they provide support for customers
  - Answering representatives questions, guiding them through difficult calls or issues, diffusing angry customers, or handling issues that cannot be fielded by representatives
  - Leading team meetings, asking questions to better understand the calls representatives are receiving, educating, and coach workers regarding processes and practices, and explain expectations to employees
  - Preparing reports and analyzing call center data to improve processes, ensure resources are properly allocated, and maximize efficiency and customer satisfaction
- **Mendero Medical Center** May 2019 - February 2020
  Staff Nurse
  - Prepared equipment and assists physicians during examinations and treatments
  - Performed evaluation of new and existing patients to determine priority and suitability of treatment and or need for modifications
  - Administered prescribed medications, applies sterile dressings, performs phlebotomy, and monitor vital signs
  - Maintained confidentiality of patient records
  - Provided high-quality patient care
  - Document all injuries and illnesses
- **Mendero Medical Center** February 2020 - December 2021
  Emergency Room Nurse
  - Assisted physicians in the treatment of critical care patients
  - Performed minor medical operations, and made important decisions in high pressure scenarios
  - Performed and documented ongoing assessments including observation, physical examination, laboratory/test results, and patient response to procedural intervention
  - Participated in the identification and clarification of patient needs, as evidenced by participation in multidisciplinary care planning, to achieve optimal patient outcomes
  - Prioritizes nursing interventions commensurate with patient's needs
  - Utilized effective verbal and written communication skills through the presentation of pertinent information

Education

- **University of Visayas** 2006 - 2010
  Bachelor of Science in Nursing
- **Jugan National High School** 2002-2006

- **Jugan Elementary School** 1996-2002

Skills

- Collaboration and teamwork Critical decision making IV Therapy Following care plans Recording vital signs Administering prescribed medications Transport and set up Inserting IV

Reference

- **Renz Michael Bering - "Mendero Medical Center"**
  Emergency Room Head Nurse
  09166562329
- **Carolyne Ybanez - "Mendero Medical Center"**
  Staff Nurse