

## DAVID FIGURASIN FABREGAS

BLK4 LOT5 PH8 SALAWAG DASMARINAS CAVITE PHILIPPINES

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### CORE COMPETENCIES

- ✦ More than 8 years of successful experience on Operations, Network, client services, coaching, and support with recognized strength on people management and client communications, able to critically think and add valued contributions for process improvement.
- ✦ Dynamic and efficient decision-maker with acknowledged excellence on practicing sound judgment with disputes and customer escalations.
- ✦ Efficient multi-tasker who is able to execute deliverables in a timely manner for business improvement and performs skillfully as individual contributor with proven records of operations management.
- ✦ Ethical and professional corporate member who manages to segregate personal versus work challenges and who upholds the company's code of conduct and morality.

### PROFESSIONAL PROFILE

**Objective:** To be at client relationship, Operations, Field and Network Department where past experience of supervisory role facilitated by proficient communication skills will add value to the overall development process of both company and colleagues.

### WORK EXPERIENCE

LIFELINE AMBULANCE 16911

Parañaque City

#### **Emergency Medical Dispatcher**

June 27, 2022 up to present

- ✓ Answers incoming administrative, emergency and non-emergency telephone lines in a courteous and professional manner
- ✓ Triage calls and enters accurate data into the dispatch computer.
- ✓ Interact with field units professionally over the phone and radio using proper etiquette and utilizing excellent customer service skills.
- ✓ Monitor all radio traffic while simultaneously listening in the room for pre-alerts to incoming calls, pre-alerting units, and putting units promptly on the scene to maintain system compliance
- ✓ Give appropriate routing to units when needed. Have knowledge of how to get this information
- ✓ Identify and report field performance concerns to the Operations Manager

- ✓ Provides pertinent and necessary information to responding crew, such as necessary supports, cross streets, nature of the call, etc.
- ✓ Investigates and reports all time exceptions
- ✓ Updates system as the trip progresses, adding mileage, diversions, problems encountered, etc
- ✓ Demonstrates thorough geographic knowledge of all company service areas.
- ✓ Maintains a clear work area
- ✓ Performs other related tasks and duties as assigned

INTERCONTINENTAL HOTELS GROUP (IHG Hotels & Resorts)

Makati City

**Reservations Specialist**

January 17, 2022 – April 03, 2022

Processing reservations

ASIA PACIFIC GLOBAL ASSISTANCE

Ugong Pasig City

**INTERNATIONAL NETWORK OFFICER/OPS MANAGER**

2015- 2019

Oversees operations team

- ✓ Visiting Providers/Field Work
- ✓ Giving solutions to complaints
- ✓ Ensuring all procedures/protocols are being met for every handled cases
- ✓ Gathering an appropriate level of information received through relevant medical sources and third parties to support our physicians team’s portion of the casework,
- ✓ Organizing a global medical assistance partner network, client relations.
- ✓ Managing the 24/7 medical assistance hotline
- ✓ Arrange appointments and general medical assistance services that includes liaising with doctors, nurses, and related hospital's departments necessary for the client's treatment.

AIRGURUS LTD. CO. (AIR AMBULANCE)

General Aviation Area, Domestic Road Pasay City

EMS ASSIST PILIPINAS CORPORATION

Unit 1202 Bonifacio Global City

**Senior Operations Officer**

September 2012- January 2015

- ✚ Oversees the operations team
- ✚ Coordination with medical providers
- ✚ Contacting hotels for accreditation
- ✚ Arranging medical evacuation/air ambulance for international and local clients.

- ✚ Sending proposals to international clients.
- ✚ Conducting Trainings for new employee for the operations team.

### ASSISTANCE ALLIANCE INTERNATIONAL (AAI)

H.V. Dela Costa St. Makati City

#### **Senior Operations Officer**

November 2007 – September 2012

- ✚ Receiving and sending emails for international clients
- ✚ Receiving phone calls
- ✚ Checking medical benefits before sending approval code.
- ✚ Handle patient inquiries both telephone and by email
- ✚ Manage and resolve patient complaints
- ✚ Update of patient information in database.
- ✚ Identify and escalate priority issues
- ✚ Follow up patient calls where necessary
- ✚ Document all call information according to standard operating procedures
- ✚ Complete call logs and produce call reports
- ✚ Document patients' medical information, including medical history and health insurance information.
- ✚
- ✚ Sending approval for medical claims
- ✚ Processing technical and medical claims
  - ✚ Arranging commercial medevac, Air ambulance, ground transport, booking of hotels.
    - ✚ Purchasing of flight tickets
    - ✚ Conduct inspections to hospitals and technical providers nationwide for accreditation.

### **HANDLED ACCOUNTS/CLIENTS**

- ASIA ASSISTANCE NETWORK (Malaysia)
- AXA SINGAPORE
- AXA JAPAN
- AXA UK
- AXA GERMANY
- BLUE DOT ASSISTANCE (INDONESIA)
- GLOBAL ASSISTANCE
- EURO-CENTER HOLDINGS
- SPECIALTY ASSIST
- EURO CROSS
- EUROP ASSISTANCE (EA HOLDINGS) -FRANCE
- INTERNATIONAL ASSISTANCE GROUP
- EMERGENCY ASSISTANCE JAPAN
- ASIA ASSISTANCE PARTNERS (AAP)
- ASIAN ASSISTANCE THAILAND

- SOS INTERNATIONAL (DENMARK)
- TYROL AIR AMBULANCE
- APRIL MOBILITE
- GBG ASSIST
- TRAVEL GUARD
- MUTUAIDE SERVICES
- QBE ASSIST
- ARIA ASSISTANCE
- MAPFRE ASSISTENCIA
- CHARTIS INSURANCE
- MID EAST ASSISTANCE
- SEVEN CORNERS
- ROLAND ASSISTANCE
- FALCK TRAVEL
- CLASS ASSISTANCE ( RUSSIA)
- SMILE ASSISTANCE (RUSSIA)
- EXPRESS MEDICAL ASSISTANCE (SINGAPORE)
- MEDIC AIR INTERNATIONAL (FRANCE)




## **HIGHEST EDUCATION**

**Bachelor of Science in Nursing University of Perpetual Help –Dalta System Molino Campus 2003-2007**

## **TRAININGS AND SEMINARS**

1. Career Focus: Emphasis on Nursing Entrepreneurship (2007)
2. Nursing Care: The Service of Humanity in Disaster (2007)
3. Enhancing Professionalism in Nursing Through Value (2006)
4. PSI LEADERSHIP SUCCESS SEMINAR (2008)
5. Familiarization Trip (Mount Elizabeth Hospital –NOVENA (SINGAPORE)
6. Silver Lining: Overcoming Obstacles Towards Excellence (Makati Medical Center) 2022

### **SKILLS/ACTIVITIES**

-  People Management
-  Computer literacy
-  MS Word, MS Excel, MS PowerPoint,

## **PERSONAL INFORMATION AND REFERENCES**

- A 36 year-old, stands 5'2 and weighs 150 pounds with excellent health and fitness status
- Someone who love books, music, movies, and outdoors fun.

**References:**

**Mr. Erwin Agustin +63918-547-3065 HR MANAGER**

**Mr. Ralph Earl David +63965-4080-376 - OPERATIONS**