

## **CLAIRE MARI SUZANNE N. ARCILLANA, RN**

B17 L28 P4 Masson Street Pineview, Sahud Ulan, Tanza, Cavite, 4108,  
Philippines

Cell phone No: +63999-191-9937

Email Address: [clairenotorio@gmail.com](mailto:clairenotorio@gmail.com)

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### **PROFESSIONAL SUMMARY**

- Good therapeutic communication skills, able to accept criticisms to improved self and service.
- Ability to work under pressure, adapts easily to new situation and flexible.
- Has knowledge in MS Office program: Word, Excel, Power point and G-Suite.
- Ability to establish and maintain cooperative relationship with working staff and public.
- Ability to learn quickly, organized, dedicated to get job done and teachable.
- Excellent customer service skills.

### **WORK EXPERIENCE**

**1. Staff Nurse- (March 27, 2023 to Present)  
NICU/ WARD- Tanza Specialist Medical Center**

**Duties and responsibilities.**

- Administering care to newborn infants residing in the NICU, running various medical medical tests and providing support to families as needed.
- Work with newborn infants in critical care, along with supporting and providing information to parents and guardians.
- Attending births, measuring and weighing infants, vital signs, administer vaccines and monitoring the health of infants directly after delivery.
- Providing intensive around-the-clock care, including both medical needs and basic daily care activity needs, such as diaper changes, feeding and positioning.
- Administering oral and IV medications, monitoring vital signs, and providing vital nutrients
- Attends high-risk deliveries. Cares for sick and premature newborns. Carry out doctors order recommended treatment plan.
- Assist parents in holding, bathing, feeding, and providing care to their newborns while in the hospital as well

**2. Clinic CCR Nurse – (April 16, 2021 to March 20, 2023)  
Primary Care Clinic Wellness and Rehab - Maxicare Health Services Inc.**

**Duties and responsibilities**

- Conducts initial medical assessment of members through vital sign-taking to actual consultation with Physician.
- Queues patient to Physician and procedure or cost center through Emedcore.
- Renders basic nursing care such as, but not limited to first-aid treatment, wound dressing, and other.
- Provides support to the physician during the consultation.
- Maintains and updates record daily consultations and procedures.
- Collates data, prepares reports on monthly census and submits accordingly.
- Weekly and monthly monitoring and inventory of medical and clinic supplies.
- Encourages customer feedback and resolves availment complaints or concerns of members, otherwise elevates them to the Supervisor.
- Handles queries from walk-in customers as well as phone-in and email inquiries.
- LOA issuance for procedure not available in the clinic.
- Maintains and updates medical records and other pertinent documents related to the health conditions and profiles of employees.
- Acuity scheduling of patient for consultation, physical therapy and 2D echo.
- Scheduling of physical therapy session for patients.

**3. Clinic CCR Nurse - (May 27, 2019 - April 15, 2021)  
Equicom Shared Services - Newport World Resorts**

**Duties and responsibilities**

- Processing and LOA issuance for procedure and consultation for card holders.
- Prepares report of the availment of the members monthly census and submits accordingly.
- Releasing of HMO cards.
- Assisting and provides information about the policy, coverage and benefits of the members.
- Handles queries from walk-in customers as well as phone-in and email inquiries.

**4. Medical Representative- (January 2, 2014- April 9, 2019)  
Madecs Pharma Corporation**

**Duties and responsibilities**

- Detailing and promotion of products to customers.
- Making proposals for customers like deals and discounts.
- Monitoring and collection of sales and payments of customers.
- Weekly and monthly inventory of stocks in the outlets, booking of sales and deliver to different outlets.

**5. Medical Representative- (April 26, 2012- December 4, 2013)  
International Pharmaceuticals Inc.**

**Duties and responsibilities**

- Do presentations and promotion of products to customers.
- Monitoring and collection of sales and payments of customers. Booking of sales.
- Weekly and monthly inventory of stocks, requesting stocks, checking of machines, calibration and quality control of machines.

**6. Staff Nurse- (February 6, 2011- March 24, 2012)  
EYE CENTER- Bicol Access Health Centrum**

**Duties and responsibilities**

- Nurse Assist – assisting patients to a procedure using machine and anticipating doctor's needs.
- Nurse Receptionist – receive calls and walk in inquires, giving information and instruction to patient. Give requirements of Phil Health for operations. Selling eye glasses, contact lenses and medications.
- Nurse Refractionist- do refractions to patient. Reading the grade of an eye glass lens.

**7. Nurse- (October 15, 2009- April 15, 2010)  
DOLE NARS Project**

**Duties and responsibilities**

- Community Nurse – TB Dots Vaccination, dispensing of medicines and health teaching
- School Nurse- Conducting health teachings to different levels in elementary and high school students.
- Ward Nurse- Renders basic nursing care such as, but not limited to first-aid treatment, wound dressing, and other. Conducts medical assessment of patient through vital sign-taking and monitoring. Administering IV and oral medication to patients. Monitoring IV fluids and input and output of patients.

**BACKGROUND EDUCATION**

- **College Education:**  
Bachelor of Science in Nursing- Board Passer / Registered Nurse  
University of Nueva Caceres 2004 – 2008

- **Secondary Education:**  
Camarines Sur National High School 1999 – 2003
- **Elementary Education:**  
Jose Rizal Elementary School 1993 - 1999

#### **SEMINARS AND TRAININGS**

1. **IVT Training  
(Intravenous Cannulation / Basic Phlebotomy Course/ Blood Sampling / Collection;  
Needle and Syringe System)**  
Community Auxillary in Response for Emergency, Inc.  
July 14-15, 2022
2. **Basic Occupational Safety and Health (BOSH) Training**  
Occupational Health Nurses Association of the Philippines (OHNAP) Inc.  
January 14 – 18, 2020

#### **REERENCE**

1. **Suzanne Marie Santos**  
Medical Representative – Madecs Pharma Corporation  
09175033483
2. **Bernadeth Aguaje, RN**  
Staff Nurse – Unihealth Southwoods Hospital  
09153897789
3. **Jhonna Vee Vacal, RN**  
Staff Nurse  
09994383905