



DARRILEN ELLAQUEZ- MOZO

REGISTERED NURSE/ GERMAN BILINGUAL



EDUCATION

- Feb 2018 - Sep 2018** **Deutsch -Kurs (Pflege)**
Asian Center for Foreign Languages,
Ortigas Pasig City
- June 2010 - May 2014** **Pamantasan ng Lungsod ng Pasig**
Bachelor of Science in Nursing
Alcalde Jose St., Kapasigan, Pasig City
- June 2006 - March 2010** **Sta. Lucia High School**
30 Tramo St. Rosario Village Sta. Lucia, Pasig City
- June 2000 - March 2006** **De Castro Elementary School**
De Castro Subdivision, Everlasting St, Pasig City

CONTACT

158 Holy Family St. Holy Family Village Bagumbayan Taguig City

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CERTIFICATIONS

- May 2019** telc Deutsch B2 Pflege, PASSER
- May 2014** PNLE, PASSER
- APRIL 2017** Basic Life Support for Healthcare Providers Course
- July 2015** Basic IV Therapy Training



PERSONAL PROFILE

Birth Date: June 30, 1994
Birth Place: Pasig City
Age: 28
Gender: Female
Civil Status: Married
Citizenship: Filipino
Religion: INC
Weight: 75kg
Height: 5"5'

QUALIFICATIONS

- Intensive Nursing Practicum - Pasig City General Hospital – Intensive Care Unit(Trainee) 288 hours -December 2013-January 2014
- Dedicated, Responsible. with Initiative, Trustworthy, Well Organized and Patient-focused nurse with exceptional expertise in providing effective health care and recovery.
- Outstanding interpersonal and communication skills; exemplifies superior accuracy in patient history and medical documentation.
- Computer Literate (Basic Computer and Technical Knowledge, Microsoft Word, Excel, Publisher, PowerPoint, Outlook)

ACHIEVEMENTS

Dean's Lister A.Y 2013-2014 1st Semester
Dean's Lister A.Y. 2013-2014 2ND Semester
Leadership Awardee - Lions Club International

CHARACTER REFERENCE

Shirley Mendoza
Team Captain
Enshored, Inc.
+639151700406
smendoza@enshored.com

OC Malasarte
Director
Foresight Interactive Solutions
09174170232
ocmalasarte@joinpiggy.com

Arlene Joy David
Trainer
Woyn.Inc
09215502788
adavid@woyn.com

WORK EXPERIENCE

Company Name: **BALSAM BRANDS**

Date Joined: October 2022- January 2023

Position Title: German Speaking Customer Loyalty Associate

Work Description:

- Deliver excellent and delightful customer service through chat and email support for multiple brands.
- Meet various SLA's and KPIs
- Effectively handle German customer interactions and case task while representing the brand and its values without use of translation tools in accurately and timely manner.

Company Name: **Accolade Consultants**

Douglasville, GA, United States

Date Joined: April 11, 2022 - September 28,2022

Position Title: BCBS/GENEX CASE REVIEWER

Work Description:

- Accountable for daily management of assigned cases, adhering to client turnaround time, and department Standard Operating Procedures.
- Complete preliminary review of medical cases ensuring all tasks are completed in a timely fashion.
- Maintain productivity standards with speed and accuracy.
- Support non-clinical staff with clinically related questions or issues that arise related to case review.
- If needed, actively cross-trains to perform reviews of multiple case types to provide a flexible workforce to meet client needs.
- Assist team members with questions, participates in team meetings.
- Participates in ongoing training programs to ensure quality performance in compliance with applicable standards and regulations.
- Recommend new methods to improve departmental procedures.
- Respects and maintains HIPAA confidentiality guidelines.

Company Name: **WOYN Philippines Inc.**

BGC , Taguig City

Date Joined: June 1, 2021 to November 26, 2021

Position Title: German/English Customer Service Officer (Outbound Calls)

Work Description:

- Provide basic troubleshooting and general technical support to various global clients through proactive monitoring of hardware and systems performance.
- Receive, process and resolve tickets per defined SLA's
- Update clients of potential problems and risks via close remote monitoring of hardware performance. Properly escalate and coordinate priority issues to next level support for handling.

Trainings attended:

- Business Communication
- Cyber Defense Training, Knowledge in EDR system (Sophos Intercept X, SIEM Tool)
- WAN checks training
- Basic Excel, Outlook Training

Tools:

- OTRS Ticket system
- MS Teams
- MT Putty, Icinga, Grafana, Basil, Cockpit, Rancid

Company Name: **Kursana Domizil**

Schrobenhausen, Bavaria Germany

Date Joined: Oct 2020 to April 2021

Position Title: Pflegefachkraft/Geriatric Nurse

Work Description:

- Care for elderly patients by assessing and documenting vitals, administering medication, and discussing illnesses and treatments. They also assist with basic functions, such as bathing and eating, and connecting individuals with resources for treatments and improved care

Company Name: **Joinpiggy Inc.**

Ortigas Pasig City

Date Joined: May 2019 to Oct 2020

Position Title: German Help Desk Support Analyst (Chat and Email Support)

Work Description:

- Analyze and understand the customer's concern by reading through the whole email/chat and provide accurate response and resolution in the most efficient time possible.

CLINICAL- RELATED EXPERIENCE

Company Name: *Enshored*

Ortigas Pasig City

Date Joined: October 29, 2018 to April 26, 2019

Position Title: German Technical Support (Non-Voice Account)

Work Description:

- Supports a US based company specializing in Home Robotics(Ecovacs Germany, Vacuum Cleaner)
- Provides Customer Support to German customers via email transaction
- Does basic troubleshooting

Company Name: *Northstar Solutions Inc.*

Ortigas Pasig City

Date Joined: May 6, 2016 to February 16, 2017

Position Title: Care Coordinator- US Health Care Account(June 2016- October 2016)

Work Description:

- Reviews patient chart and maintains accuracy of data using healthcare knowledge.
- Document Labeling.
- Satisfying health care measures by relabeling under-labeled documents from the patient chart.

Position Title: Outbound Agent (Australian Account)

- Handles outbound calls.
- Works to get the updated information for all the childcare facilities across Australia.

Company Name: *Teleperformance Philippines*

Edsa Shaw Blvd, Mandaluyong City

Date Joined: August 12, 2014 to May 5, 2016

Position Title: Customer Service Representative (Health Care Account) / Account Supervisor

Work Description:

- Handles inbound/outbound calls.
- Handles Prescription Drug Plan- assisted clients inquiry regarding their medication claims, billing, benefits and complaints/grievances.
- Escalates clients issues in the best possible way and resolving customers concern.
- Coordinates with clients Medical provider and Pharmacist for medication approval, drug evaluation review and appeals.

Company Name: *Mission Hospital*

Ortigas Extension, Pasig City

Date Joined: June 2015 to August 2015

Position Title: Volunteer Nurse

Company Name: *Pasig City General Hospital*

Maybunga, Pasig City

Date Joined: August 2017 - November 2017

Position Title: Nurse Trainee

Work Description:

- Areas assigned- Female /Male Medicine Ward, Surgery Ward, Ob-Gynecology Ward, NICU, PICU, ICU, Emergency Room.
- Prepares & Administers IV & Oral Medications.
- CBG Monitoring and nebulization.
- Perform such nursing activities such as bathing and oral hygiene.
- IV insertion and Reinsertion for Adult and Pedia.
- NGT insertion and feeding.
- Foley Catheterization for Adult and Pedia.
- Carries out Doctor's legal orders.
- Documents patient care services by charting in patient and department records.
- Discharge patients.
- Perform post-mortem care.
- Maintains a cooperative relationship among health care teams by communicating information; responding to requests; building rapport; participating in team problem-solving methods.
- Interprets hospital policies and procedures.
- Instruct patients and families and give health teaching.
- See to it that equipment receive proper care maintenance.

•Pasig City General Hospital- Student Nurse
Obstetrics-Gynecologic Ward, Outpatient
Department, Pediatric Ward, Delivery Room,
Surgery Ward, Pay Ward, Medicine Ward, Operating
Room, Intensive Care Unit, Pediatric Intensive Care
Unit and Emergency Department

Pasig City

August 2011-February 2014

•Philippine Orthopedic Center- Student Nurse

Quezon City

February 2013

•National Center for Mental Health- Student Nurse

Mauway, Mandaluyong City

January 2013

•San Lazaro Hospital- Student Nurse

Sta. Cruz, Manila

March 2013

SEMINARS

Participant

•NURSING RESEARCH: Reading, Using and
Creating Evidence toward Positive Changes in
Peoples' Behavior, Health Policy and Service
Delivery: Session I – Nursing Research,
Leadership and Development, Session II –
Paradigms and Perspectives in Nursing
Research, Session III – Understanding
Qualitative Research As A Method Of nursing
Inquiry, Session IV- Evidence-Based Practice in
Nursing and Health Care – February 13, 2011

•The Road to Successful Independent
Professional Practice: Image Enhancement for a
Successful Independent Professional Practice
by Zenaida F. Velasco, RND, PhD – Tanghalang
Pasigueño, February 16, 2012- Session I&II
•Clinching a Job in the Clinical Setting by Eirene
Joy Aldave, RN, MANc – Tanghalang Pasigueño,
February 21, 2012

Organizer

•The Paradox of Underemployed Registered
Nurses by Bill Allen S. Cacanindin RN, MAN and
Joseph Martin A. Ignacio RN, RM, MAN- October
4, 2013 8:00 am- 12:00 nn

I hereby certify that the above information are true and correct to the best of my knowledge and belief.



Darrilen Ellaquez- Mozo