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JOHANNA MARIE T. MAYUBAY

CAREER OBJECTIVES I am a motivated, hard-working person who intends on making nursing a lifelong career. I strive to achieve the best for patients under my care and aim to provide high standard of nursing care. I am a strong team player but also enjoy the chance to practice autonomously and make patient care decisions based on sound nursing assessment and knowledge.

With an experience of over 9 years in customer service, I am confident to join an organization that can reap benefits from my proven skills and expertise. Ready to accept any challenging job matching my profile.

PROFESSIONAL NURSE 1, CITY HEALTH DEPARTMENT (CEBU CITY)

ACHIEVEMENTS August 01 -31 2021

January 17, 2023 – Present

NURSE 1, DEPARTMENT OF HEALTH – REGION VII

May 17, 2021 – July 30, 2021

September 01, 2021 - December 31, 2022

Assist the Local Government Unit in the conduct of COVID19 Vaccination Immunization Activity
Assist Local Government Unit in the conduct of profiling and mop-up vaccination, missed target clientele and tracking of defaulters
Conduct health education on the benefits of immunization and Adverse Event Following Immunization
Facilitate the admission of reports of the vaccination team
Performs other related functions as deemed necessary subject to the approval of Department of Health

COMPLAINTS CASE MANAGER AND SUPPORT, TELSTRA INTERNATIONAL PHILIPPINES, INC

July 2020 – February 2021

Resolve customers escalated demands, ranging from billing to activation concerns, with the aim to regain the customer's trust and confidence.
Support other case managers to resolve their cases through further account investigation, order-monitoring, escalated complaints and remediation.
Act as team POC supporting the team leader in driving team performance through coaching, real-time support and action-planning sessions.

CUSTOMER SERVICE CONSULTANT, TELSTRA INTERNATIONAL PHILIPPINES, INC

October 2014 – June 2020

Deliver what matters to the customers by addressing the reason for their call, maintaining regular communication with the customers and ensure end-to-end resolution.

CONSULTANT, TELETECH PILIPINAS (TELSTRA POWERED BY TELETECH)

April 2014 – October 2014

Assisted customers with their basic and general billing and after-sales concerns.

PART-TIME EXECUTIVE REPRESENTATIVE, TELEPERFORMANCE PHILIPPINES

August 2011 – April 2014

Provided comprehensive and quality customer care at all times by providing the appropriate and accurate responses to customer queries.

PULMONARY NURSE, BREATHE ALWAYS GOOD AIR, INC (Perpetual Succour Hospital)

July 2012 – July 2013

Administered medications, managed airways, set up ventilators, taught patients to use nebulizers or inhalers, and recorded patient progress

STAFF NURSE RELIEVER, MINGLANILLA DISTRICT HOSPITAL

December 2010 – September 2011

NURSE VOLUNTEER, MINGLANILLA DISTRICT HOSPITAL

May 2009 – December 2009

Assessed patient health problems and needs, developed and implemented nursing care plans, and maintained medical records. Administered nursing care to ill, injured, convalescent, or disabled patients. Advised patients on health maintenance and disease prevention, provided case management.

ENGLISH COMMUNICATION SPECIALIST, E-LAMP CEBU

January 2010 – November 2010

Taught correct usage of the English language in oral and written communication.

Educated students on proper spoken and written use of English to enhance their career options.

FULL-TIME EXECUTIVE REPRESENTATIVE, TELEPERFORMANCE PHILIPPINES

December 2007 – April 2009

Provided comprehensive and quality customer care at all times by providing the appropriate and accurate responses to customer queries

SKILLS Able to manage time effectively and remain professional in sensitive situations
Ability to adhere to hygiene standards
Can work under pressure, minimal supervision and thrive on fast-paced working environments
Ability to make logical, reason-based decisions
Proficient in working and collaborating with team members

ACADEMIC AND EXTRACURRICULAR ACHIEVEMENTS PASSED PROFESSIONAL REGULATIONS FOR REGISTERED NURSE - Commission Licensure Examination for Nurses, The Philippine Board of Nursing, June 2007
GOT AN OVERALL BANDSCORE OF 7.5 – (IELTS) INTERNATIONAL ENGLISH LANGUAGE TESTING SYSTEM EXAM, August 2013
BACHELOR OF SCIENCE IN NURSING, University of Cebu, Cebu, Philippines, April 2007

REFERENCES **SITTI SHIEN MAY LAGBAS**

SITE MANAGER, CITY HEALTH DEPARTMENT

+63 977 213 8482

PATRICK JAMES BARRION

SENIOR MANAGER, TELSTRA INTERNATIONAL PHILIPPINES, INC

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KIRITE CHAN

SUPERVISOR, BREATHE ALWAYS GOOD AIR, INC

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