

Maricel A. Marayan

Lot 8 corner 10th st. Saint Rose Homes Camacho Balanga City

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Mobile No. 09164026853



Objective:

To secure a challenging position as a customer service representative that will enable me to expand my areas of responsibilities, contribute my skills and knowledge, provide an opportunity for professional development & career growth.

General Skills:

An adaptable, hardworking and goal oriented person who is proficient in oral and written English communication; responsible; trustworthy; can work under pressure with minimum supervision and computer literate (knowledgeable in MS word, MS excel, power point & internet applications).

EDUCATION:

August 2018 – May 2019	Tomas Del Rosario College San Jose, City of Balanga <i>Continuing Professional Education, 18 units</i>
April-June 2018	Eastwoods Professional College of Science and Technology Ibayo Balanga Bataan <i>TM 1 and Contact Center Services (NC II passer)</i>
June 2014	Alliance Francaise De Manille N. Garcia St. Bel-Air Makati City <i>A1 Basic French Language</i>
2009-2010	PRIMACARE Training & Development Center Inc. San Jose Balanga Bataan <i>Caregiver (NC II passer)</i>
1995-2000	Emilio Aguinaldo College Manila U.N. Ave. Manila <i>Bachelor of Science in Physical Therapy</i>
1991-1995	Mariveles High School Main Cabcaban Mariveles, Bataan <i>Secondary Education</i>
1985-1991	Cabcaben Elementary School

Cabcaben Mariveles, Bataan
Elementary Education

WORK EXPERIENCES:

Nov.2 - present

Video CSR
Vector Outsourcing Phil.
Ortigas Pasig City

Duties & Responsibilities:

- Ensure proper call handling
- Verify, confirmed and validate providers information' s and demographics
- Facilitate retrievals of medical records without acquiring personal health information violations
- Ensure that the chart retrieval specialist is all HIPAA compliant

October 15, 2020-Feb.2021 Substitute Science Teacher and TLE

Grade 9 and Grade 7 (Biology, Chemistry, Physics, Earth Science & Computer)
Bataan Christian School, Pilar Bataan

Duties & Responsibilities:

- Perform the instructional and classroom management processes in the absence of the teacher
- create their own lesson plans in accordance with established curriculum for regular online classes
- include taking attendance, explaining homework, and maintaining classroom cleanliness
- monitors and reports on student behavior and maintains a positive learning environment where all students are encouraged to participate
- Give Performance activity Task (PETA) , evaluate and give grades

May 2018- Dec. 2021

Process Associate
CIOX HEALTH- GENPACT
Vista Mall Balanga Bataan

Duties & Responsibilities:

- Ensure proper call handling
- Verify, confirmed and validate providers information' s and demographics
- Facilitate retrievals of medical records without acquiring personal health information violations
- Ensure that the chart retrieval specialist is all HIPAA compliant

January 2017-April 2018 Laboratory Custodian/ Trainor/Instructor SHS

Biology, Chemistry, Physics Laboratory/ Caregiving Elective STEM
Bataan Christian School, Pilar Bataan

Duties & Responsibilities:

- Ensure safety and security of all the students using the Laboratory room, equipment' s and modalities; especially chemicals
- Relay lesson timely and well managed based on Learning competencies and assessments
- Teach proper handling of patients that includes, Child Care, Elderly, Mental Health and physical capabilities
- Supervised on patient handling and proper assessments

April 2010- 2017

Trainor/ Instructor
Basic Life Support & First Aide Training & different Modules
Primacare Training & Development Center Inc.

Duties & Responsibilities:

- Teach Basic Life Support Techniques like CPR (cardiopulmonary resuscitation) & Rescue Breathing Technique for adult, infant & child
- Modules include, Child Care, Elderly, Mental Health, Funda I and II
- Provide proper & correct handling of patients in emergency situations
- Impart First Aid knowledge & techniques with resources available at hand

Jan. 2001- present

Tutor Primary and Secondary Level
All subjects

Duties & Responsibilities:

- Tutored all Elementary Subjects.
- Tutored High school subjects such as Physics & Chemistry; Mathematics & English

May 2005- Oct. 2008

Research Assistant
Sanofi-Aventis Phil. Inc.
Rufino St. Ayala Makati City

Duties & Responsibilities:

- Monitor Clinical Trials & Research Studies; Ensures Hospital & Physician compliance with the clinical trials protocol.
- Communicate with the Clinical Investigator local & Abroad.
- Make on site visits, verify & reviews case report forms.
- Check clinical site activities.
- Reviews case report forms (CRF' s).
- Verify the source documents (patient' s demography, history & laboratory results).
- Communicate with the clinical investigator.

Sep. 2003-April 2005

P. T. & Laboratory Assistant (ECG unit)
Galo Medical Clinic
Mariveles, Bataan

Duties & Responsibilities:

- Operates the ECG machine & assist the medical technologist in laboratory works.
- Do part time Physical Therapy work

Jan. 2001-August 2003

Tutor Primary and Secondary Level
Light Tutorial Services, Inc. Manila

Duties & Responsibilities:

- Tutored all Elementary Subjects.
- Tutored High school subjects such as Physics & Chemistry; Mathematics & English.

RESEARCH STUDIES:

June 2007 to Oct. 2008

AP QOL Leadership
Active implementation of Quality Of Life Assessment in
Clinical practice for patients with advance NSCLC and
Comparison of QOL response endpoints.

Feb. 2007 to Oct. 2008	SWITCHAP A registry to study the SWITCH from existing insulin treatment in inadequately controlled type 1 and type 2 diabetic patients.
March 2007-June 2007	INSPIRE ME International Study of Prediction of Intra abdominal adiposity and its Relationship with cardioMetabolic risk.
May 2005-Feb. 2007	ACCORD ACute CORonary syndromes Descriptive study.

CLINICAL & SKILLS TRAININGS:

May – June 2018	Eastwoods Professional College of Science and Technology TESDA Bataan <i>Trainor' s Methodology 1</i>
April 20 – May 18, 2018	Eastwoods Professional College of Science and Technology TESDA Bataan <i>Contact Center Services NCII</i>
March 12 – 16, 2018	Philippine Red Cross Bataan Chapter <i>Philippine Red Cross Standard First Aid and Basic Life Support- CPR with AED Operation Training</i>
February 12 – 23, 2018	Bahay Puso Apostolate Foundation, Inc. Balanga City, Bataan <i>Caregiving 101 (Adults and Senior Citizens)</i>
February 1 – 9, 2018	Kings Garden Children' s Home Pilar, Bataan <i>Caregiving 101 (Children with Special Needs)</i>
August 16-20, 2010	Department of Health Center for Health Development III Mariveles Mental Hospital Mariveles Bataan
April 19-23, 2010	Bahay Puso Apostolate Foundation Inc. Home for the Aged, Sitio Mathay brgy. Tuyog Balanga City Bataan
Sept. 28 – Oct. 2, 2009	Basic Life Support & First Aide Training Simulation (Pilh. Red Cross) Primacare Training & Development Center Inc.

	San Jose Balanga Bataan
August 2000	San Isidro Physical & Occupational Therapy Clinic Buendia Pasay City
July 2000	Therakinetics Rehabilitation Medicine & Sports Clinic Legarda Manila
May 2000	St. Micheal Physical Therapy & Rehabilitation Center Sta. Maria Bulacan
March-April 2000	EAC Community Based Rehabilitation Program Pila Laguna
February 2000	Alied Care Physical Therapy & Rehabilitation Center Novaliches Quezon City
January 2000	Guiguinto Physical Therapy Clinic Guiguinto Bulacan
December 1999	Medical Center Manila, U.N Ave. Manila Department of Rehabilitation Medicine
November 1999	St. Augustine Physical Therapy Clinic Dasmarinas Cavite

SEMINARS ATTENDED:

October 4 – 6, 2019	International Mind Education Institute <i>International Seminar on Character Education, Leadership & Management</i>
August 17, 2018	Baybayin Buhayin Foundation <i>Palihan at Pagsasanay sa Baybayin</i>
April 11, 2018	University of the Philippines Manila Campus <i>Caregiver Client Handling & Functional Training</i>
February 2004	Dept. of Social Welfare and Development National Capital Region <i>Productivity Skills Capability Building</i>
May 2000	PhilAmLife Auditorium, U.N. Ave., Manila Managing Stroke Patients with Aphasia: <i>Speech & Language Therapy in Stroke</i>
January 2000	Greenhills Theater, San Juan Metro Manila H. Duanne Saudners, MSPT <i>Evaluation, Treatment & Prevention of Spinal disorders</i>

October 1999	College of Saint Benilde Theater De La Salle University, Taft Ave., Manila C.A.D.(Coronary Artery Disease)
October 1999	Emilio Aguinaldo College, Audio-Visual Room <i>The Role of PT/OT Interns in Community Base Rehabilitation</i>
December 1998	Siena College, Quezon City <i>Basic Principles & Management of Spinal Cord Injury</i>
June 1998	STC Auditorium, Adamson University Manila <i>Therapeutic Strategies in Functional Training Of Spinal Cord Injuries</i>
April 1997	Pedya Camp Iloilo City <i>Participant of God' s Special Children Program</i>
Feb. – March 1997	Makati Medical Center <i>Intern under the Hospital' s God' s Special Children Program</i>

Personal Information:

Birthday	:	October 16, 1978
Height	:	5ft. 5in.
Weight	:	65 kls.
Religion	:	Iglesia ni Cristo
Interests	:	Literature, music & film (classical & new), & dogs
SSS #	:	02-2183712-0
TIN #	:	241-433-745-000
Pag-ibig #	:	002145024311
Phil. Health #	:	01-050169580-2
Passport #	:	EB0466447

References:

Mrs. Armida P. Fabregas	Cupang, Balanga City	09983684018
Ms. Jeannie Dacion	Abucay, Bataan	09394794790
Mrs. Liberty S. Ravago	BCS, Pilar, Bataan	09209238825

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

Respectfully,

Maricel A Marayan

Applicant