



PRINCESS MAE LUCIANO

Caregiver | Healthcare



Contact | Details

09090022544

lucianoprincessmae@gmail.com

August 5, 1990 (32 yrs old)

Matina Davao City Philippines



Education

Caregiver
**Saint Albans College of
Technology**
2019-2021

Healthcare Training
**Technical Education and Skills
Development Authority (TESDA)**
2021



Skills

- Communication skills
- Customer Service
- Patient Care Assistance
- Sales Upselling
- Computer Literate
- Highly- Organized



About Me

With a compassionate heart and a strong desire to make a difference, I thrive as a Caregiver. Drawing upon my expertise as a Customer Service Representative in the BPO industry, I possess exceptional skills in communication and problem-solving. My primary goal is to offer unwavering dedication and honest service, providing unparalleled assistance to those under my care. With a commitment to delivering high-quality support, I strive to ensure a positive and nurturing environment for all individuals in need.



Work Experience

CAREGIVER

August 2022 - January 2023

PRIVATE

Involve providing personal care, managing medications, preparing meals, assisting with mobility, and offering companionship and emotional support. These responsibilities encompass ensuring hygiene, administering medications, preparing nutritious meals, aiding with mobility and transfers, and providing social engagement and emotional well-being. The role is dynamic and adaptable to meet the specific needs of each individual receiving care.

PROMODISER

July 2016 - June 2017

NCCC MALL OF DAVAO (HOME CHOICE AND MR. LEE APPAREL)

Providing excellent customer assistance by helping shoppers find the right item based on their preferences. This includes offering guidance, answering questions, and suggesting suitable options. Additionally, ensuring an attractive and organized display, managing inventory, promoting sales, and handling cash transactions are crucial responsibilities.

CUSTOMER SERVICE REPRESENTATIVE

IQOR DAVAO PHILIPPINES September 2015 - November 2016

As a Customer Service Representative in a BPO setting, my main tasks involve handling customer inquiries and concerns, processing orders, resolving problems, maintaining product knowledge, and documenting interactions. Providing excellent customer support, ensuring customer satisfaction, and effectively communicating with customers are my key responsibilities.

SALES REPRESENTATIVE

October 2013 - February 2014

SM APPLIANCE CENTER- RINNAI JAPAN CORP.

I assists customers in selecting appliances, possesses in-depth product knowledge, actively promotes sales and upselling, manages inventory, and provides excellent customer service and after-sales support.



References

Mary Rose Luciano

Virtual Assistant

Phone: 09123945711

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Rosalyn Olivar Celino

Officer in Charge EZ Shop

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