

PROFESSIONAL SUMMARY

- Diverse Nursing Aide helps patients with daily activities and protects and promotes patient rights. Dedicated value-added team player keeps calm in extremely difficult and stressful situations. Recognized as great companion and supportive caretaker.
- Stays on top of demands in fast-paced environments by effectively using slow periods. Maintains organized, clean, and safe work areas with diligent attention to important details.
- Reliable candidate ready to take on challenges using problem-solving and task prioritization skills to help team succeed.
- Dedicated professional with demonstrated strengths in customer service, time management and trend tracking. Good at troubleshooting problems and building successful solutions. Excellent verbal and written communicator with strong background cultivating positive relationships and exceeding goals.
- Dependable employee seeking opportunity to expand skills and contribute to company success. Considered hardworking, ethical and detail-oriented.

EDUCATION

Bachelor's Degree of Science: Nursing

Western Mindanao State University, Pilar College, Zamboanga City, Philippines, Jan 2012

High School

Pilar College, Zamboanga City, Philippines, Jan 2008

EXPERIENCE

Private Duty Nurse

Mina Pamittan, Cavite, Philippines, Apr 2023 - Current

- Developed, implemented and documented care plans under RN direction.
- Educated patients and caregivers in disease prevention and self-care techniques.
- Provided basic nursing care, including inserting and irrigating tubes and Foley catheters.
- Assessed home health patients to identify physical, psycho-social and environmental needs.
- Completed shifts as assigned by agency based on needs and acuity of clients.
- Advocated for patient needs and rights and reported status changes to healthcare teams.
- Treated patients with mental health issues alongside multidisciplinary team.
- Advised patients on at-home care and preventive lifestyle choices.

Quality Assurance Executive

Hero MY SSC / foodpanda Malaysia Sdn Bhd, Kuala Lumpur, Malaysia, Apr 2019 - May 2023

- The Diversified Roles of Nurses during Disasters & Emergencies (September 15 to 17)
- Intensive Care for Critically-ill patients (October 7 to 9, 2011)

- Home for the Elderly (172 hours)
- English Language and Culture (TESDA-ARMM; July 2 to August 17, 2012)
- SG Training for
- Business (Telecommunications; Sept 4 to 5, 2014), Resolve problems within defined quality standards using a basic understanding of products,solutions, and customer and restaurant environments
- Identifies and escalates complex problems under direct supervision
- Conducts gap analysis and recommendations on processes using defined procedures and practices
- Conducts customer experience analysis to understand customer behavior- provide practical solutions to enhance customer experience and process improvement Brought new approach in doing quality evaluations (provided inputs to improve quality scorecard, evaluation review pointers and samples)
- Voluntarily and proactively participate in any QA & Training initiatives such as refresher training for newbies and tenured agents on how to get high quality evaluation score, understanding SOP, calibration, coaching and share best practices/approach
- Conducting audits and calibrations for countries in APAC across all departments

Geriatric Nursing Aide

Home for the Elderly, Zamboanga City, Philippines, Jan 2017 - Jan 2019

- Supported care plan implementation for 75-bed geriatric unit.
- Supported care plan implementation for [Number]-bed geriatric unit.
- Helped to safely transport patients using assistive devices.
- Changed soiled and unsoiled linen and distributed clean towels frequently throughout shift.
- Safeguarded geriatric residents by proactively identifying and correcting or reporting health hazards or injury risks.
- Assisted with activities of daily living, including bathing, feeding and general hygiene.
- Frequently rounded unit to check on patient physical comfort, safety and cleanliness. of residents.
- Implemented treatment plans under direction of nurses or physicians.
- Maintained sanitation standards and infection control procedures to rescue contamination risks.
- Maintained accuracy and efficiency in documenting patient intakes, outputs and other appropriate information on charts.
- Enhanced patient physical recovery with emotional and social support.
- Set up equipment for clinical team to use in treatment and diagnostics.
- Measured vital signs and updated chart with current information.
- Administered treatments, managed catheters and cleaned patients under direction of clinical staff.
- Monitored current conditions, asked questions about health concerns and reported back to clinical team.
- Transported patients using wheelchairs, stretchers, or moveable beds.
- Assisted patients with limited mental and physical capacity in handling daily living tasks.

Dental Assistant/Front Desk/Receptionist

B's Dental Clinic, May 2015 - Dec 2016

- Answering patient questions before an appointment Preparing patients for dental procedures by making them comfortable and providing any instructions Sterilizing dental instruments and equipment, and placing for easy access.
- Preparing the dental exam room for use by the dentist by making sure it is stocked and organized.
- Assisting the dentist during procedures, including passing instruments, getting supplies, and using the suction tube to keep the patient's mouth dry Assisting with dental x-rays Assisting with dental lab work Instructing patients on dental hygiene and proper care of dental fixtures.
- Scheduling follow-up appointments Keeping patient record.

Customer Service Sales Specialist

GLOBE TELECOM, Zamboanga, Philippines, Apr 2013 - May 2015

- People for People Q2 Agency Customer Service, Sales, Cashier Welcome Subscribers to the shop and assist with purchase decision Arrange the products as per merchandising standards and handle the payment using cash, cards, checks Do after sales for subscribers concerns regarding their plan/unit availed.
- Addressed customer complaints and provided timely solutions to restore satisfaction.
- Leveraged innovative sales techniques to meet or exceed monthly sales quotas.
- Drafted work orders and scheduled appointments for on-site services.
- Communicated with marketing teams to gain insight into current campaigns and promotions.
- Processed paperwork to complete new account setups and account closures.
- Processed customer payments for service fees and equipment rentals.
- Processed requests for equipment sales or rentals and monitored equipment inventory to verify availability.
- Accessed customer account information to explain service fees, pricing structures and billing cycles.
- Reconciled daily transaction records and cash drawer and resolved discrepancies.
- Answered customer inquiries to clarify account information, explain service offerings, or schedule technician service.
- Fielded incoming calls and communicated positively with callers.
- Greeted customers and communicated to assess needs.
- Reviewed pending work orders and followed up with customers and technicians to verify completion and quality of service.
- Delivered polished and professional sales presentations to individual clients and groups.
- Improved sales process by delivering feedback to management.
- Highlighted products with creative and engaging merchandise displays.
- Handled stressful situations professionally and multitasked with ease.

SKILLS

SKILLS SET:	Warm personality	Sincerity and honesty
Cross cultural sensitivity	Detail oriented	Fast learner with a drive to succeed
PROFESSIONAL SKILLS:	Excellent communication skills	Experience in fast paced and high profile work
In-depth information	Loyal and dedicated employee with an excellent	Energetic Personality consistently praised for my

work record.

passion for work and upbeat,
positive attitude

Eager to meet challenges and quickly assimilate new concepts.

COMPUTER SKILLS:

MS Word, PowerPoint, Excel, HTML, Adobe Photoshop and etc.

Personal Hygiene Assistance

Activity Planning

Security Control

Meal Preparation

Field Trip Planning

Classroom Recordkeeping

Care Management

Group Leadership

Housekeeping

Infection Control

Dietary Requirements

Curriculum Planning

Group Management

Interpersonal Relationships

Positive Reinforcement

Age-Appropriate Activities

Recreational Activities

Infection Control Procedures

Procedure Support

Care Plan Implementation

Fall Prevention

Vital Signs Monitoring

Palliative Care

Condition Monitoring

Reporting

Feeding Assistance

Mobility Support

Medical Charting

Mobility Assistance

Dementia Care

Cleaning and Sanitation

Patient Monitoring

Ability To Multitask

LANGUAGE

English

Advanced (C1)

Tagalog

Proficient (C2)

Portugese

Beginner (A1)

Mandarin

Beginner (A1)

Spanish

Beginner (A1)