



# MAY ANN DIONZON

## CARE ASSISTANT

Empathetic Care Assistant with years of success in providing ongoing physical and emotional support to individuals suffering from various illness, diseases and mental health disorders. Highly adept at assessing, observing and speaking to patients to record symptoms and medical histories to develop effective treatment plans.

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☎ +44 7469 543180

✉ maydionzon@gmail.com

📍 London, United Kingdom

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### EDUCATION

#### **Bachelor of Arts in Mass Communication**

St. Paul University Manila  
2008 – 2012

### CERTIFICATION

#### **Emergency First Aid At Work, HCPA**

Achieved on 13/12/2023

#### **Dementia Communication Support, HCPA**

Achieved on 22/11/2023

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### EXPERTISE

- Administrative skills
- Team collaboration
- Patient care
- Medication administration
- Excellent communication
- Empathy and compassion
- Basic life support (BLS)
- Physical stamina
- Time management
- Cultural awareness
- Patient management
- Vital sign monitoring

## EXPERIENCE

### CARE ASSISTANT

PHC Healthcare Ltd., England

October 2023 – Present

- Provide leadership and support for care staff and act as a champion for resident's safety and dignity, to ensure ongoing safety of residents, staff and visitors through systematic assessment, monitoring and reviewing processes, to ensure that clear and accurate records and communication systems relating to clinical and care delivery are maintained and effectively used and to act as a role model for good clinical and care governance practice.
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### CARE ASSISTANT

October 2022 – September 2023

Rain Tree Care I Dao Acacia St., Dona Rosario Heights Sucat

Muntinlupa, Philippines

- Lead the care team to ensure a safe and effective health service is maintained and meets the needs of residents.
  - Liaise with healthcare professionals to assist residents with their daily needs, including grooming, wound dressing, nutrition, drug/oxygen administration, and rehabilitation.
  - Check inventory to ensure medical equipment is clean, safe and in a fully functional state.
  - Determine whether identified risks are tracked and outcomes recorded for fluid charts, turning regimes and blood monitoring.
  - Assure ongoing safety of residents, staff and visitors through systematic assessment, monitoring and reviewing processes.
  - Guarantee clear and accurate records relating to quality clinical care delivery procedures are maintained.
  - Support new team leaders in completing induction programmes, training and competency workshops to share key information.
  - Remain updated on Philippines clinical development, best care practices and policies.
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### DOMESTIC TRANSFERS SPECIALIST, HR SERVICES, GLOBAL TRANSFER SERVICES

Amazon Operations Services Philippines

February 2022 – September 2022

- Provide assistance/guidance to the hiring teams and employees throughout the transfers process
- Validate transfer offer requests, and managing compensation calculation

- Manage multiple transfer cases at a time, coordinating with domestic compensation teams, HR managers, and hiring managers to develop offer recommendations.
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## HUMAN CAPITAL SR. SERVICE ADVISOR

Optum Global Solutions Inc.

June 2021 - January 2022

- Provide customer service and support for inbound calls/emails relating to employee and manager questions on human resources related topics; attends to escalation calls from service advisors Total Rewards Lead in HRdirect making sure that the team is aware of any changes or updates with regards to health coverage
  - Assisted employees with any issues with their coverage Coordinated with insurance provider, Maxicare, regarding escalations and disputes
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## HUMAN CAPITAL SERVICE ADVISOR

Optum Global Solutions Inc.

August 2016 - June 2021

- Provide customer service and support for inbound calls/emails relating to employee and manager questions on human resources related topics
  - Quickly and accurately identify and assess customer/employee needs and take the appropriate action steps to satisfy those needs Probe for information to determine if the question can be answered immediately or if it needs to be routed to a different area
  - Document calls and research as appropriate
  - Solve problems systemically, using sound business judgment and follow through
  - Provide consultation to employees and managers regarding where they can obtain the information in the future
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## ASSOCIATE TRAINER, CAPABILITY & DEVELOPMENT

Optum Global Solutions Inc.

August 2014 - July 2016

- Responsible for the effective delivery of product training programs across the organization. Keeps abreast of various training delivery techniques, business processes, products and systems.
- Managing online training modules, tracking progress, and providing feedback to learners.
- Ensure that employees are equipped with the knowledge and skills necessary to perform their job functions effectively.

- Act as supervisor in taking in escalated calls from members regarding their health insurance claims and/or benefits
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## HEALTH ADVISOR / CUSTOMER SERVICE REPRESENTATIVE

Optum Global Solutions Inc.

February 2014 - July 2014

Resolve customer service inquiries which include:

- Benefit and Eligibility information
  - Billing and payment issues
  - Customer material requests • Physician assignments
  - Authorization for treatment
  - Explanation of Benefits (EOB)
  - Provide excellent customer service
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## SUBJECT MATTER EXPERT

Conduent

August 2012 - February 2014

- Taking question and escalation calls from agents (CSR 1) regarding claims and benefits  
Handles regular calls regarding account inquiry, modification and request  
Handles micro-team of new hires on ABAY to improve their stats
  - Assisting Quality and Communication team in doing side by side monitoring for tenured agents
  - Substituting Team lead during team huddles especially on discussing team's daily updates.
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## EXPERIENCE

*Nadicka Batson*

PHC Healthcare Ltd / Care Coordinator

Phone: +44 7466 166303

*Greenivgh Baje*

Rain Tree Care /Lead Sr. Carer

Phone: +63 995 903 6904

*Mary Grace Divina*

Optum / People Experience Supervisor

Phone: +63 977 824 2214

