

# MARY MAY D.L DOMINGO, RN

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## AREAS OF INTEREST

Teaching, Medical Transcriptionist, Research, Case Management, Informatics

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## EDUCATION

OUR LADY OF FATIMA UNIVERSITY  
**B.S., Nursing** (Graduated, March 2012)  
University Scholar SY 2008-2009

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## EXPERIENCE

### Quantrics Enterprise – June 2021- Present ( Taytay, Rizal )

- Supervised and motivates 16-18 agents, as a Team Leader
- Responsible in managing day to day performance of assigned team with high emphasis on Customer Satisfaction, First Call Resolution, Transfer, Upsell by doing:
  - Coaching
  - Realtime support
  - Real time feedback
  - Decision making that will impact in balancing CEO

### iQor – December 2019 to March 2021 ( Santa Rosa, Laguna )

- Supervised 10-11 experts, as a Team Leader
- Responsible in managing day to day performance of assigned team with high emphasis on Net Promoter Score, Customer Satisfaction and First Call Resolution by doing:
  - Coaching
  - Realtime support and mitigation
  - In the game feedback
  - Decision making that will impact in balancing CEO

## **Alorica Inc. – November 2014 to 2019**

(formerly APAC Customer Service and Expert Global Solutions)  
Cyber Park 2, Araneta Center Cubao, Quezon City)

### **Coach, February 2019-December 2019**

Telco, Team of Experts

- Supervised and motivated 8 experts, as a Team Leader
- Responsible in managing day to day performance of assigned team with high emphasis on Net Promoters Score, Customer Satisfaction and First Call Resolution by doing:
  - Coaching
  - Real time support and mitigation
  - In the game feedback

### **Senior Representative, 2017-2019**

Telco – Tech Support

- Responsible for supporting the team real time  
Real time feedback

### **Technical Service Representative, 2016-2017**

Telco – Gen - care

- Constant top performer as a tech expert

### **Customer Service Representative, 2014-2016**

Telco – Gen – care

- Constant top performer as customer care representative

Results Inc. – August 2012-August 2013

(Cainta, Rizal)

## WORK-RELATED EXPERIENCE

### STUDENT TRAINEE (On-the-job-Trainee)

Paso de Blas Lying - In  
Bulacan Medical Center  
Fatima University Medical Center

Jose Reyes Memorial Medical Center  
Dr. Jose Fabella Hospital  
V-Luna Hospital

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## EXTRA-CURRICULAR ACTIVITIES

### MEMBER – Saint Joseph Youth Committee- May 2008 - present

This group helps in coordinating activities in our community grounds and other programs.

PARTICIPANT – 6<sup>th</sup> placer BULPRISA District II Competition Mathematics 2007 - 2008, Team Quiz Bee *ng TIMPALAKAN* 2008

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## AWARDS AND ACHIEVEMENTS

Nursing Licensure Exam Board Passer (June-July 2012)  
Academic Commendation Awardee,  
Full Pledge Legionnaire of St. Francis  
Award of Outstanding Achievement in Mathematics  
Graduated as First Honorable Mention

## RESEARCH PAPERS AND PROJECTS HANDLED

### Surfacing The Lived Experiences of Student Nurses After Interacting with the Deaf and Mute Clients

The work involves the exploration of the experiences of those students who interacted the deaf and mute clients, especially how nurses enhances their communication to patients' like that.

## TRAININGS AND SEMINARS ATTENDED

"Exemplary Health Education on Mycobacterium"

- September 28, 2011

Red Cross First Aid Training in the Campus

- January 5 - 6, 2012

Red Cross Basic Life Support: Adult Cardiopulmonary Resuscitation Training for Lay Rescuers

- January 7, 2012

"Surpassing Challenges: Keeping Abreast of the Advanced Nursing Trends"

- April 14, 2012

"Nurses Caring for the Filipino Family of the 3<sup>rd</sup> Millenium"

- September 29, 2012

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## SKILLS

### **Clinical Skills:**

Cardiopulmonary Resuscitation and First Aid, Basic and Advanced Nursing Skills

### **Technical Skills:**

Proficient in Microsoft Office (Word, Excel, and PowerPoint)

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## PERSONAL DATA

<b>DATE OF BIRTH</b>	May 7, 1991
<b>AGE</b>	21
<b>SEX</b>	Female
<b>NATIONALITY</b>	Filipino
<b>RELIGION</b>	Roman Catholic
<b>LANGUAGES</b>	English, Filipino
<b>MARITAL STATUS</b>	Single
<b>INTERESTS</b>	Read books, surf the internet, outdoor activities

*\*Can work with minimal supervision*

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## CHARACTER REFERENCES

Camille Pascual  
Operations Manager  
iQor  
09167548141

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

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**Mary May D.L Domingo**  
Applicant