Jaybee

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**CARREER OBJECTIVE:**To secure a position where my existing skills in the field of Customer Service/ Administration/ Sales/ Health Care can be utilized by a progressive company.

**PROFILE**

I am a professionally Registered Nurse in the Philippines with experience in hospitals, administration, health care, customer services and sales.I am competent, self motivated, enthusiastic and pro-active. I can work under pressure with high degree of commitment to achieve over-all business goal.

**EDUCATION / CARREER HIGHLIGHTS**

**University of Santo Tomas, Manila, Philippines**

**Bachelor of Science in Nursing**

* Ranked No. 83 out of 467 nursing graduates
* Consistent Honor Student
* Active officer & member of Academic & Co-curricular Organizations

**PROFESSIONAL BACKGROUND :**

**December 24, 2013 – present**

**Grand Stores LLC, Dubai**

**Linen, Household and Dinnerware Department**

**Office Assistant (Department Coordinator)**

* Performs administrative duties and functions for the department.
* Coordinates between showrooms and management.
* Responsible for making Reports, Price Updates, Promotions, Incentives, Transfer requests, Stock Management and Purchase Orders.
* All other duties as assigned.
* Using Oracle as main system software.
* Knowledge with Microsoft: Excel, Outlook, Word and PowerPoint

**July 5 , 2012 – November 2013**

**Luxasia Pte Ltd (Anna Sui) Singapore**

**Beauty Advisor (Customer Service/ Retail/ Administration)**

* Performed duties of Counter-in-Charge. Assigned to the brand’s top counter.
* Performed duties of a Customer Advocate through handling client’s enquiries, concerns, complaints and feedbacks.
* Assessed the needs of the customers and make appropriate recommendations that will suit their needs by making personalized consultation and demonstration.
* Established rapport with customers and build a strong client database.
* Met the Sales Target set upon by the company and ensure that deadlines are met for the paperwork.
* Ensured the total well-being of the counter by maintaining a healthy stock hold through performing ordering, returning and counting of stocks.
* Used SAP as main system software.

**August 29, 2011 – March 2, 2012**

**Affiliated Computer Services, Inc. ,A Xerox Company, Pasay City, Philippines**

**Customer Care Assistant (Delta Airlines- Employee Service Center)**

* Worked as a Customer Care Assistant (Call Centre) for Delta Employee Service Center for Delta Airlines.
* Responded to telephone inquiries and complaints using standard scripts and procedures.
* Gathered information, researches/resolves inquiries and logs customer calls.
* Communicated appropriate options for resolution in a timely manner.
* Informed customers about services available and assesses customer needs.
* Provided functional guidance, training and assistance to lower level staff.
* Provided assistance, training and troubleshooting support to lower level staff.
* Scheduled work to ensure accurate phone coverage; monitored priority of calls and shifts escalated calls to assure resolution to problems.
* Prepared standard reports to track workload, responds time and quality of input.
* Assisted in planning and implementing department goals and madeing department goals and makeson/ recommendations to management to improve efficiency and effectiveness.
* All other duties as assigned.

**MEDICAL BACKGROUND:**

**September 20- December 24, 2010**

**University of Santo Tomas Hospital (Manila, Philippines)**

**800 bed capacity**

**Medical-Surgical Ward- Practical Nurse**

* Provided holistic care by considering the physical, psychological, social and spiritual needs of the patients.
* Carried out Medical orders and Nursing Interventions efficiently.
* Made the necessary documentations and endorsed accordingly to the receiving shift.
* Assured that stocks and materials in the ward are complete and checked all equipment on a regular basis, making certain that they are in good working order.

**March 2- September 2, 2009**

**General Trias Maternity and Pediatric Hospital (Cavite, Philippines)**

**Operating Theatre- Staff Nurse**

* Performed duties of an Operating Room nurse (Scrub Nurse/ Circulating Nurse), Delivery Room Nurse and Recovery Room Nurse and provided post-operative health teaching to clients and family members.
* Assisted in the procedures, deliveries and operations as a Scrub Nurse/ Circulating Nurse and carried out medical orders.
* Responsible for general management of the Operating room and maintenance of medical records

**November 16- November 20, 2009**

**Hospicio de San Jose (Manila, Philippines)**

**Elderly Female Section- Practical Nurse**

* Provided holistic care to elderly female patients.
* Assisted the patients in their activities of daily living, recreational activities and their medication and therapy.

**PERSONAL DATA :**

**Nationality : Filipino**

**Birth Date : October 21, 1987**

**CIVIL STATUS : Single**

**Languages : English & Filipino**

I hereby certify that all information stated here are true and correct.