**OBJECTIVE:**

 **-**To enhance and apply my skills in terms of professional aspect.

 -To join in a company that will help me discover my potentials.

**EDUCATIONAL BACKGROUND:**

 **Board Passer at Nursing Licensure Examination**

 **Certifying Body: Professional Regulation Commission**

 **Tertiary:** **Bachelor of Science in Nursing**

Marikina (Batch 2012)

 **Secondary: Marikina High school**

 (2004-2008)

 **Primary: Parang Elmentary School**

 (2000-2004)

**Qualifications and Training Certifications:**

* Completed 2,346 hours of Related Learning Experience (RLE) at affiliated hospitals in the Philippines. Have been rotated in different department like Operating Room, Emergency Room, and Hospital Ward. I also have an experience to handle patients who is mentally ill at affiliated Mental Hospital in the Philippines.

Operating Room:

 -Preparing patients/doing pre-operation care to the patients.

 -Assisting the physician during medical operation

Emergency Room:

 -Applying first aid to the medically needed with professional supervision

 - Prioritization of rendering care to the patients based on their conditions

 -Administering medication and IVF

Ward:

 -Monitoring patients for their recovery

 -Administering medication and IVF

**System and Software:**

 -Knowledgeable with use of VA Sabre, Voyager System, ICS, and Amdocs

**Working Experience:**

 **Telephone Company Account Experience:**

 February 2013 - April 2014

 Company: Convergys

 Account: Globe Telecom Philippines

 Title: Customer Service Professional

 Duties:

* Taking inbound calls for postpaid lines and recontracting
* Facilitating Renewal of mobile phone postpaid accounts
* Assisting clients in upgrading and downgrading of their postpaid plan
* Up sell to the clients the company’s product

  **Airline Experience:**

 **May 2014- May 2015:**

 **Company:** Process Synergy Inc.

 **Account:** Philippine Airlines

 **Title:** Customer Service Representative

 **Duties:**

* Assisting clients for flight reservation and rebooking of flights
* Assisting clients in cancellation, and schedule changes request
* Purchasing of check- in baggage
* Seat allocation and special request assistance

 **June 2015- November 2015:**

 **Company:** SITEL Philippines

 **Account:** Virgin Australia

 **Title**: Customer Service Representative

 **Duties:**

* Flight Reservation and Ticketing process at Virgin Australia
* Attending telephone queries regarding cancellation and re-booking request
* Seat allocation and special request assistance
* Purchasing of check-in baggage
* Up sell of products and services

**Hotel Reservation Experience:**

 **December 2015- March 2016:**

 **Company:** WNS Philippines

 **Account:** Expedia

 **Title:** Hotel Reservation Specialist

 **Duties:**

* Assisting customer queries about chosen hotel. Around the globe queries.
* Payment processing for closed sale
* Up sell products and services

**PERSONAL BACKGROUND:**

**Date of birth:** June 21, 1992

 **Civil Status:** Single

**Place of birth:** Philippines

**Citizenship:** Filipino

**Age:** 23 years old

**Sex:** Female

**SOCIAL AND TECHNICAL COMPETENCIES**

* Good command of spoken and written English
* Computer Literate (MS Word, MS PowerPoint, MS Outlook, and MS Excel)
* Ability to work under time pressure without compensating quality of work
* Can easily adapt to changes
* Professional and approachable.

**SKILLS:**

* Playing Musical Instrument like Guitar and Keyboard.
* Sketching

**First Name of Application CV No: 1650630**

Whatsapp Mobile: +971504753686

