**First Name of Application CV No:** **1652352**

Whatsapp Mobile: +971504753686



**DESIRED POSITION: Customer Care Service / Receptionist/ Health Care Assistant**

**OBJECTIVES:**

* To gain knowledge and experience in new field of customer care service and health care assistance.
* To obtain a position in a company that would best suit my qualification with the opportunity to contribute my skills and practical experience in achieving the organization goals.

**WORK EXPERIENCE:**

* **Customer Care Service / Receptionist / Clerk** in **Global Health and Fitness LLC**. (**July 22, 2915 – Present**)). Interact with customers to provide and process information in response to inquiries, concerns and requests about products and services. Set up new customer accounts. Process orders, forms, applications and requests. Organize workflow to meet customer timeframes. Direct requests and unresolved issues to the designated resource. Manage customers' accounts. Keep records of customer interactions and transactions. Record details of inquiries, comments and complaints. Record details of actions taken. Prepare and distribute customer activity reports. Maintain customer databases. Manage administration. Communicate and coordinate with internal departments. Follow up on customer interactions. Provide feedback on the efficiency of the customer service process.
* **Sales Executive** in **Sohay General Trading**. (**Nov. 01, 2014 – May 31, 2015**) Responsible for import export product shipments. Procurement, Inventory, Tagging, Invoicing, Sales Reports, Banking the proceeds of sales.
* **Health Care Assistant** in **Al-Wajh General Hospital, Ministry of Health.** (**June 15, 2004 – Sep. 06, 2014**) Responsible for assisting medical practitioners in clinical procedures. Geriatric Care, Child Care, Neonatal Care. Act as a patient helper/assistant.
Orient patient on admission and surrounding and how to call for help. Ensure patient safety in the unit and reports any incidents or unsafe practice to the Staff Nurse / Head Nurse. Assist in moving, positioning, ambulating, transferring and lifting of patients. Assist patients in their personal hygiene. Escort patients between units and when discharged. Assisting and ensure the scheduling of patients appointments (in the OPD Clinics. Ensure cleanliness of patient's room and inform Housekeeping when cleaning is needed. Deliver and pick up documents/assist with collecting and delivering services to and from the unit. Do equipment count at the beginning of each shift (as assigned).
* **Costumer Care Service in Teletech. ( April 30, 2002 – May 15, 2004)** Deal directly with customers either by telephone, electronically or face to face. Respond promptly to customer inquiries. Handle and resolve customer complaints. Obtain and evaluate all relevant information to handle product and service inquiries. Provide pricing and delivery information. Perform customer verifications.
* **Line Technician (On the Job Trainee)** in **PSI Technologies Inc**. (**Jan 15, 2001 – June 10, 2001**) Maintain and operated all high automated manufacturing equipment. Perform required preventative maintenance on all equipment and maintain all quality records for same.

**SPECIAL SKILLS:**

* Has knowledge and skills in First Aid and Basic Life Support.
* Well experienced in a hospital set-up and clinical procedures.
* Can write and speak English, Tagalog and Hiligaynoon.
* Can speak and understand basic Arabic.
* Flexible, Hardworking, Self-driven, and Trustworthy.
* Can get along well with other people.
* Excellent communication skills.
* Basic computer knowledge in Excel, Microsoft and Office.
* Able to learn and apply quickly and effectively.

**EDUACATION:**

* College: Technological University of the Philippines – Visayas (2001)

 Graduate of Electromechanical Engineering Technology

* Secondary: Carlos A. Hilado Memorial State College (1998)
* Primary: Talisay Elementary School (1994)

**TRAININGS and SEMINARS** :

 CPR (BLS) / First aid Training November 16, 2013

 Al-Wajh General Hospital, Saudi Arabia

 Caregiver Training Program September 03, 2001 – March 29, 2002

 Riverside College

 Bacolod City, Negros Occidental

**PERSONAL DATA:**

 Date of Birth: November 25, 1981 Age: 34 years old

 Place of Birth: Talisay City, Negros Occidental Religion: Roman Catholic

 Height: 5` 4`` Weight: 135lbs.

 Blood Type: “O+” Status: Single