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**ROGACIANO**

[**ROGACIANO.340592@2freemail.com**](mailto:ROGACIANO.340592@2freemail.com)

**OBJECTIVE**

A competent and trustworthy individual seeking a position to a reputable established company. Bringing exceptional secretarial, customer service, sales, document controller, storekeeper/warehouse clerk, teaching skills and knowledge of nursing assistance & medical office procedures in conjunction with perfected organizational abilities to run the operations of office in the most efficient way.

**EMPLOYMENT RECORDS**

**COMPANY: International Language Center (SPCF) – Angeles City, Philippines**

**DATE: March 2016 – November 2016**

**POSITION: English Associate Instructor**

RESPONSIBILITIES

* Contact each new student to welcome them to the course
* Communicate effectively with students at different technology skill levels to support instruction and advance educational goals
* Provide useful information to students to support success in each course.
* Monitor student progress relative to their individual course schedule.
* Monitor end dates to ensure students are studying on track in the course and proactively contact the student.
* Compiling and submitting final grades of students and administering end of term section evaluations.

**COMPANY: St. Mary’s Polyclinic – Mabalacat City, Philippines**

**DATE: January 2014 – February 2016**

**POSITION: Secretary/Nursing Assistant**

RESPONSIBILITIES

* Answers telephone and route calls and messages, documents such as laboratory result to appropriate staff.
* Schedule and confirm patient diagnostic appointments, surgeries and medical consultations.
* Interview patients in order to complete documents, case histories and forms such as medications and insurance.
* Compile and maintain medical charts, reports, summaries and correspondence.
* Arrange clinic/hospital admissions for patients.
* Taking patient samples swabs and specimens, checking pulses, temperatures and blood pressures.
* Ensures physician productivity by maintaining calendars, consultations, professional meetings, conferences, travels and scheduling patient appointments.
* Provides adjunct care by administering enemas, douches, nonsterile dressings, surgical preps, ice packs, heat treatments, therapeutic baths; applying restraints.
* Maintains patient stability by checking vital signs and weight; testing urine; recording intake and output information.
* Provides patient comfort by utilizing resources and materials; transporting patients; answering patients' call lights and requests; reporting observations of the patient to nursing supervisor.
* Documents actions by completing forms, reports, logs, and records.
* Receiving urine and blood samples and sending them off to hospital laboratories.
* Screening enquiries for the doctors and medical staff.

**COMPANY: Excellent Texscreeneres Inc. – Clark Angeles City, Philippines**

**DATE: October 2010 – November 2013**

**POSITION: Storekeeper/Warehouse Clerk, Sales Merchandiser**

RESPONSIBILITIES

* Responsible for scheduling of all deliveries.
* Responsible in preparing Reports and submitting every day.
* Responsible for confirming receiving items/product and assisting in documentation, checking inventory and sending back damaged product to the manufacturer.
* Assisted in quarterly warehouse inventories and responsible for creating reports.
* Responsible for making products in the proper arrangement.
* Responsible for creating detailed spreadsheets that compared product received with the purchase orders generated by the company.
* Ensure smooth and efficient receiving process of items/shipments, as well as accurate stock keeping
* Worked with warehouse manager to maintain an efficient way to manage inventory. Filling delivery notes and invoices.
* Clean and maintain the warehouse to ensure that it is safe and accessible at all times
* Create and file records of incoming and outgoing shipments and process requests for information retrieval
* Greet customers, offer assistance and serve them in order to ensure their needs are answered in a timely manner and in compliance with quality and customer service standards
* Provide exceptional customer service by performing up-selling, cross-selling, sampling, distribution of flyers as per management promotional plans, and maintain stocks before and during promotions. suggesting alternatives and following up on customers' requests
* Arrange and replenish on a continuous basis the shop shelves and ensure that the shop floor and shelves are kept clean and tidy at all times in alignment with the brand's image and coordination standards
* Management of specific customers in specific areas/countries including all aspects of customer service from enquiry to order receipt, order progressing, shipment and invoicing.
* Providing customer satisfaction and maximizing sales opportunities by ensuring a professional relationship with customers at all times.

**COMPETENCIES**

* Ability to prioritize and organize a heavy workload.
* Extensive knowledge of medical terminology.
* Ability to quickly file alphabetically and numerically.
* Can use Microsoft Office Outlook, Word, Excel and PowerPoint confidently.
* Ability to use spreadsheet and email applications.
* Multi tasking, Ability to work without supervision, Quick learner, Team Leader, Self-motivation and ability to take the initiative, Strong customer service skills ,Written and verbal communication skills

**EDUCATIONAL ATTAINMENT**

* Systems Plus College Foundation - B.S.Nursing – 2009
* Asian Institute of Computer Studies - B.S. Computer Science – 2004

**PERSONAL DATA**

ALIAS: Roger DOB: 13 February 1983

AGE: 33 VISA STATUS: Visit Visa till 25th March 2017

CIVIL STATUS: Single

CITIZENSHIP: Filipino

**I hereby certify that the above Information is true and correct to the best of my Knowledge.**