**CAREER OBJECTIVE**

*I aspire to earn valuable contribution to a fast-paced progressive firm and be part of a team that will effectively utilize my professional skills and potentials, amplify my knowledge and at the same time, achieve optimum productivity with greater variety of experiences.*

**EDUCATIONAL BACKGROUND**

1. **TERTIARY**

|  |  |  |
| --- | --- | --- |
| Degree | : | Bachelor of Science in Nursing – Registered Nurse |
| School | : | University of Cebu |
| Address | : | Philippines |
| Graduated | : | March 2007 |

**KNOWLEDGE AND SKILLS**

* Experienced and conversant in office organization and can perform broad range of complex responsibilities with minimum supervision
* Proven flexibility in performing different tasks, committed to work, conscientious, can exercise independent judgment and discretion in performing tasks and exceptionally well- organized
* Administers daily operations and activities, with all internal and customers with different state of affairs under pressured environment
* Experienced in prescribing standard practices and providing assistance to Quality group in various quality operations, procedures and document control
* Managed to maintain departmental files and updating records
* Computer Literate (MS Word, Excel, Powerpoint, Outlook and Internet)
* Communicates in English both orally and in writing

**ABILITY TO**

* Adopt and relate well with people of all levels and different nationalities
* Handle situations under pressure, able to multi-task and take pride in my work
* Design and systematize a workflow in an administrative office
* Establish and maintain an organized filing system
* Assist in reviewing quality activities and associated concerns for analysis
* Answer phones and direct all incoming calls promptly

**WORK EXPERIENCE:**

* **Quality Assistant**  **SPINAL HOSPITAL**

 **United Arab Emirates**

 October 2015 – December 2015

* Follow –up clearly prescribed standard practices to provide general assistance to Quality & Risk Manager, or to the Quality group involved in various quality operations, procedures and document control.
* Follow established procedures to maintain and update department files such as contract data information, quality standards, drawings, technical reference files, and related quality documents.
* Prepare related materials such as illustrations, graphs and drawings
* Assigned to review quality activities and associated problems, under direction and present findings to more experienced staff for analysis.
* Proof read policies and procedures in preparation for JCI Accreditation
* **BRANCH MANAGER**  **MEDICAL CLINIC**

 **Philippines**

 August 2014- August 2015

* Handling branch day to day operations to increase effectiveness meeting clients’ needs
* Establish business process in lieu of branch safety and security, renewal of medical facility licenses, manpower requests and appraisals, update financial workbooks, resolving clients concerns and enforcing company policies
* Ensures Sales Projection for the month and monitor if its met
* Evaluates staff performance and appraisals according to the company key performance indicator
* Attend series of Management Training for continuing branch good performance with other business team
* **CUSTOMER SERVICE REPRESENTATIVE**  **MEDICAL CLINIC**

**(Officer) Philippines**

 April 2008 – July 2014

* *CUSTOMER SERVICE REPRESENTATIVE*
* Entertain both walk-in & corporate patients
* Encode the patient’s information data in our system
* Process the requested exams of the patients
* Do the cashiering (process the mode of payment tendered by the patient)
* Do post registration (i.e. inform patient’s priority numbers for each dept.)
* Releasing of results for both walk-in and corporate patients
* Scheduling of doctors for procedural exams
* Receive in-coming calls and inquiries
* Facilitate prime and corporate patients at the lounge
* *TECHNICAL FUNCTIONS*
* Call the patients that are scheduled for a procedural exam by their priority number
* Do the necessary preparations required prior to every procedure
* Assist the doctor
	+ Encode the measurement relayed by the doctor during the procedure
	+ Prepare the necessary templates for the encoding of results for patients with findings
* Make the counter checking of the patients name and print the result for doctor’s signature
* Prepare and forward result to the releasing section
* *NURSE-PHLEBOTOMIST*
* Performs blood extraction and forwards the specimen to each designated area
* Counter-checks the name of the patient with proper labeled *EDTA*s
* Assists Medical technologist in logging names when forwarding results to releasing department
* Assists Drug Analyst to interview clients for drug testing procedures

**First Name of Application CV No :** **477342**

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