**JANINE**

[**JANINE.372856@2freemail.com**](mailto:JANINE.372856@2freemail.com)

**\*Eligible to take DHA**

CAREER OBJECTIVE

Seeking a challenging position in teamwork-oriented environment, to get trained under the best superiors and to hone up existing skills for continuous value addition to the organization.

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| QUALIFICATION |

Registered Nurse : PHILIPPINE REGULATION COMMISSION-NURSING  
Certified BLS Provider: AMERICAN HEARTH ASSOCIATION  
Trained First Aide : VETERANS REGIONAL HOSPITAL - PHILIPPINES  
IV Therapist : ANSAP – PHILIPPINES

Customer Service Representative for CITI BANK and C.O.B.R.A

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| PERSONAL DETAILS |

**Date of Birth**: April 15, 1988  
**Gender:** Female  
**Age:** 29yrs  
**Civil Status:** Married  
**Religion:** Methodist  
**Height:** 5’9  
**Weight:** 60Kg

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| WORK HISTORY |

Name of Company : Spinal Care Chiropractic Gonstead  
Date : November 15, 2016 to June 15, 2017

Position Held : Chiropractic Nurse  
Address : Bonifacio Global City, Taguig City   
Country : Philippines  
Area : Chiropractic treatment area

Roles/Responsibilities:

Chiropractic treatment area

* Preparing and Maintaining Treatment area clean
* Prepare X-rays and MRI and chart of patient for the day
* Assist patient in changing to wear gowns, remove accessories and wearing slippers
* Preparing patient for their sessions with the doctor and charting each procedure made by the Doctor
* Answering Generals questions regarding chiropractic

\*Reception area

* Receiving patient and welcome them upon entering reception area.
* Gather data by short interview for new patient and getting posture photos, important laboratory results and examination for additional information of client.
* Handling client complaints and concerns in an efficient and timely manner.
* Should be able to handle all guests without bias or prejudice.
* Ensure that all patients are in time for required schedule and handle smoothly without unnecessary delay or discomfort to any client.
* Adhere to strict [staff grooming and hygiene](https://setupmyhotel.com/train-my-hotel-staff/how-to-define-sop-in-hotels/front-office-sop/179-sop-grooming-and-hygiene.html) standards.
* Handling Insurance approvals regarding coverage of insurance. Taking verbal and online approvals.
* Scheduling patients for next appointments.
* Follow patient regarding schedule via text, email or call.

Name of Company : VETERANS REGIONAL HOSPITAL  
Date : October 1, 2015 to October 30, 2016  
Position Held : Emergency Department Nurse  
Address : Bayombong, Nueva Vizcaya   
Country : Philippines  
Area : Emergency Department

Roles/Responsibilities:

* Triage for incoming patient specially for adult and pediatric patient
* Take vital signs and record information regarding reasons for consultation.
* Take immediate action for first priority patient
* , prepare equipment for ECG, Cardiac Monitor, Defibrillator, IV/ Catheter insertion and medication to be given to the patient and equipment for minor surgery
* Reports status patient to Emergency Room Response Physician and Resident On Duty Doctor
* Endorsement to Ward Nurse of patient to specific ward Pediatric, Surgery, Trauma, Medicine Ward.

Name of Company : FIS Global Solutions  
Date : January 29, 2013 to May 29, 2015  
Position Held : Customer Service Representative   
Address : Makati City   
Country : Philippines  
Area : Inbound calls/ Outbound calls for **Consolidated Omnibus Budget Reconciliation Act** of 1985 (or **COBRA**) account- Health insurance coverage

Roles/Responsibilities:

* Worked as an employee for CERIDIAN as the COBRA administrator
* Answers call for inquiry regarding COBRA and health insurance coverage
* Providing information regarding eligibility for enrollment to have health coverage ex-employees to have COBRA
* Process enrollment for health coverage for eligible active employees, ex-employee and dependents on coverage.
* Clams process – verify coverage content and make documents if coverage is approved by employer.
* Insurance coverage billing – sent billing via snail mail, email and fax upon customer request.. inform customer regarding payment and  election postmark date to pay initial premium payment bringing account current. Provide the due date and grace date for the billing cycle and current dues. Confirm that no special payment requirement on account.
* Ceridian Cobra helps clients manage compliance risks associated with two of the federal government’s most complex laws: COBRA and HIPAA.
* Sending via email, fax and snail mail for Participant Update Report to allow insurance carrier **two-to-four weeks** to reinstate coverage
* Document calls and transaction made with employers, insurance carriers and health care provider
* Open enrollment - also called Annual Enrollment, provides individuals

Covered under a company’s Group Health Plan an opportunity to make

Changes to their Group Health Plan coverage :

1. Change from current plan to another plan being offered
2. Adding or deleting dependents
3. Adding or deleting a specific type of coverage

* Informs of the Client’s Open Enrollment, how to obtain an. Open Enrollment package and how long the consumer has to request the Open Enrollment package.
* Outbound calls, email and fax information to health care providers and insurance carriers regarding status of COBRA and enrollment for those who are eligible applicants under the COBRA law
* Maintaining High CSAT(Customer Satisfaction) score. Good CSAT score means providing satisfactory customer service

Name of Company : Shore Solutions (Rain Maker Asia) BPO  
Date : October 24, 2011 to February 11, 2013  
Position Held : Customer Service Representative   
Address : Makati City   
Country : Philippines  
Area : Inbound/outbound for Citibank account

Roles/Responsibilities:

(INBOUND)

* Answers call and activating card for new card holders of citi bank.
* Provide customer service support for additional information regarding card
* Providing upsell for credit card monitoring program and rewards card

(OUTBOUND)

* Outbound call for active card holders for citi bank to offer credit card monitoring program
* Offering assistance regarding customer service line for activating card
* Providing upsell for credit card monitoring program and rewards card

Name of Hospital : Manila Naval Hospital  
Date : November 15, 2010 – May 16, 2011  
Position Held : Registered Nurse Resident  
Address : Fort Bonifacio, Taguig City   
Country : Taguig City, Philippines  
Area : Operating Room/Pedia/Orthopedic Complex

Bed Capacity : 60 Beds

Roles/Responsibilities:

* Implement correct practices for the prevention of infection, practicing aseptic technique and maintenance of sterile field.
* Monitors patient condition pre-operatively, intraoperative and immediate post operatively
* Provides, directs and documents age appropriate care to patient
* Reassess assign patients at the beginning of the shift and at specific intervals through the shift and when the patient condition warrants reassessment and documents findings
* Ensure basic Safety by following hospital policy
* Evaluates and documents patients response to intervention