MARY GRACE I. NAVARRETE

CAREGIVER

Profile

Patient-focused and well-organized Caregiver. Expertise in compassionate patient care and delivering caregiver services while maintaining the code of ethics. Proficient in recommending changes in patient care through expertise in observation of patient needs. Ability to maintain a positive attitude in stressful situations.

Employment History

Caregiver , Kuala Lumpur

2020 — PRESENT

- Giving bath to my patient that includes dressing, undressing, toilet use and washing)
- Making comfortable and clean bed for my patient
- Performing diagnostic assessment of blood pressure, temperature, pulse and sugar level monitoring
- Administering medications as prescribed by the physician
- Serving meals to the patient and provide assistance in feeding as necessary
- Accompanying the patient to the physician as needed or as requested by the family
- Making sure that my patient is comfortable, clean and safe at all times
- Giving extra massage (Hand/Foot Massage- Reflexology)
- Encouraging my patient to do simple exercises (especially for stoke patients) and brain
- stimulating games such as chess and scrabbles
- Always making sure that first aid kits and emergency kits are always prepared
- Keeping the records updated for the next senior carer
- Liaising with the next senior carer/nurses/doctors as necessary
- Constantly communicating with the family any improvements/deteriorating conditions of my patient

Account Specialist , TDCX Malaysia, Kuala Lumpur

2019

- Explaining the billing status of the account
- Assisting in technical issues and escalate as needed
- Responding to users via email, chat and calls (inbound/outbound)
- Transferring the call, chat, email to the right department
- Directing the user if they need to reach out to their bank, developer, plugin s, third party applications as necessary

Virtual Executive Assistant / Team Leader, New America Realty

2017 — 2018

- Hosted event (Foundation Day)
- Searched for buyers, sellers, houses and related agents
- Signed and prepare documents/contracts upon manager's approval
- Composed letters to send and Certificate of Employments
- Briefed new employees and answering questions/inquiries
- Responsible in distributing task with colleague, training, managed logins
- Reported weekly sales and leads status

Details

Malaysia

NATIONALITY

Filipino

DATE / PLACE OF BIRTH

04/11/1985

Philippines

Skills

Critical thinking and problem solving

Computer Skills

Ability to Multitask

Ability to Work in a Team

Customer Service

Adaptability

Fast Learner

Microsoft Office

Ability to Work Under Pressure

Effective Time Management

Communication Skills

Strong Multitasking Skills

Compassionate

Languages

English

Tagalog

Hobbies

Cooking and Cleaning the house

Customer Service Executive, Oversea China Banking Corporations

JANUARY 2016 — DECEMBER 2016

- Processed card activation, blocking and termination of cards.
- Monitored the receiving of documents for fraud and monitor the progress of the case.
- Applied credits and request for approval for chargeback.
- Enrolled customer for email or paper bill according to customer's request
- Arranged callback for customers who are requesting for a manager

Sales Representative, HSBC Electronic Data Processing Philippines, Philippines

2014 — 2015

- Took incoming calls and make outgoing calls as necessary.
- Sent email or transferred call to accurate department as needed to close the case.
- Calculated rebates, applied credits of card holders
- Provided/update billing information, transactions, transaction status as well as payments.
- Routed the customer's call in the appropriate department.
- Monitored documents, fraud/irregularities in the account
- Processed card activation, blocking and termination of cards.

Technical Customer Service Representative, ACCENTURE – CenturyLink

2011 — 2012

- Helped technical problems and do troubleshooting over the phone
- Scheduled installation and service call and doing follow-ups
- Following-up on customers' requests and issues and provide timely responses to ensure daily service level achievement
- Processed work order for equipment orders and replacement of modems

Customer Service/ Billing Representative, CONVERGYS CORPORATION Philippines- DirecTV (Cable Service), Philippines

AUGUST 2007 — OCTOBER 2011

- Provided billing, statement, technical assistance
- Processed work order for equipment orders and replacement of modems
- Helped customers in creating accounts and managing emails
- Provided assistance for installing and uninstalling of anti-virus
- Processed the payment and pay per view orders
- Offered and provided credits as well as retention offer

Facilitator, Saint Paul College Pasig, Philippines

JUNE 2006 — OCTOBER 2006

- Taught Christian Living on grade one pupils (6 sections)
- Handled meetings with parents informing them on the progress of their children
- Gave out instructions for the students to do and
- Attended seminars, meetings, and other school activities as may be required by the administration

Student Assistant/Working Student - , Saint Paul University, Philippines

2002 — 2006

- Helped in cleaning medical and dental apparatus
- Made sure beds are tidy
- Cleaned the facility
- Assisted the doctors/nurses during their annual physical examination
- Checked height, weight and blood pressure of the students and staffs

- Assigned in calling the doctor on duty
- Called the relevant offices/teachers of the patient to report time in and out of the clinic
- Assisted our male staff/ nurse in brining the patient to the clinic/ ambulance
- Helped in recording the patient's file
- Made sure the patients have taken prescribed medicine on time while they are in the facility
- Helped the nurse/ doctor on duty as necessary especially for unforeseen circumstances such as epileptic episodes, strokes and misbehaviours

Education

Bachelor of Arts Major in Religious Education , Saint Paul University Quezon City, Philippines

2002 − 2006

Certificate of Completion Basic Nursing Home-Care-Caregiver & Practicum, FIMA, Malaysia

2019

References

References available upon request