



# RAFAEL PULUMBARIT

CAREGIVER



## Profile

Diligent, reliable and caring individual with demonstrated success in the customer, physical and emotional care and also technical support roles. Agile and responsive to client issues and concerns. Team-oriented and reliable with healthcare knowledge obtained through caregiver skills. Clear verbal and written communication skills.

## Employment History

### Senior Carer , FIMA, Kuala Lumpur

2020 – PRESENT

- Ensured patients received correct medications on time based on prescriptions
- Supported patients with mobility issues
- Monitoring vital signs and records keeping of patient conditions
- Maintaining patient records and update if necessary
- Liaising with internal staff for standard operating procedures
- Regularly supports patient's overall comfort and well-being
- Devised ways of group recreational activities and game challenges that helps improve patients and staff engagement
- Responds to emergencies, provides guidance and support to patients as well as fellow carers

### Account Specialist, TDCX Malaysia, Kuala Lumpur

2019 – 2020

- Serves customers by completing enrollments and conversion mailings, responding to requests, resolving complaints, and maintaining quality service.
- Prepares work to be processed by gathering, sorting, organizing, and recording data, information, and documents.
- Completes enrollments by analyzing and auditing documents, tapes, and transmissions, and researching and resolving processing problems.
- Completes conversion mailings by coordinating requirements and developing plans.
- Provides information by collecting, analyzing, and summarizing data, and responding to requests.

### Freelance Marketing Translator, M - Blessed Translation Services, Philippines

2018 – 2019

- Supported marketing studies by providing real time translating services to non- Tagalog speaking clients for their projects.
- Provide accurate translations of texts.
- Attend meetings to translate discussions.

### Caregiver, Philippines

2018 – 2019

- During my free time , I taking care of my grandparents.
- Provide prescription medicine reminders
- Buying essentials or necessities and/or medicines and vitamins
- Moving them to bathroom for bathing, grooming
- Doing laundry for them
- Accompany their daily activities

## Details

Kuala Lumpur

NATIONALITY

Filipino

DATE / PLACE OF BIRTH

01/11/1978

Philippines

## Skills

Fast Learner

Microsoft Office

Computer Skills

Customer Service

Teamwork

Adaptability

Customer Service Skills

Multitasking Skills

Organizational Skills

Problem Solving Skills

Strong Multitasking Skills

Excellent Communication Skills

Compassionate

## Languages

English

Tagalog

## Hobbies

Reading, photography and playing video games



- Provide them emotional and physical support care

### **Customer Specialist, Agoda Malaysia Sdn Bhd, Malaysia**

2017 – 2018

- Answer phone calls and emails from customers
- Direct customers to the specialist who can best serve them
- Track all calls, issues, and solutions
- Report reoccurring issues to your supervisor

### **Online Studies Programme Coordinator, Philippines**

2014 – 2017

Enrolled in online courses in various fields of studies, namely Information technology, writing skills

and online marketing. During this period, also assisted at home with elderly care for family member

and convalescent care for post-surgery family member patient.

## **Education**

### **Certificate of Basic Nursing Home Caregiver, FIMA, Kuala Lumpur**

2020

### **Bachelor of Science in Business Administration Major in Management Information Systems, AMA Computer College Makati , Philippines**

2000

## **References**

References available upon request