



CATHERINE SY

PROFESSIONAL OVERVIEW

Motivated and detail-oriented individual seeking a position as Sterile Processing Technician. Recently graduated as CSSD technician, with a strong passion for patient safety and maintaining a sterile environment. Ready to apply my knowledge of infection control, sterilization methods and equipment handling to contribute to a healthcare team.

WORK EXPERIENCE

Barista

Katrina

Feb 2024 - present

Provided an elevated coffee experience to customers through extensive training, product knowledge, and superior customer service resulting in increased customer satisfaction.

- Prepared a variety of coffee and beverages to meet customer specification and quality standard.
- Operated the cash register, processed transaction accurately, and handled customer inquiries and complaints in a professional and friendly manner.
- Collaborated with team member to ensure efficient workflow and exceptional customer service at all.

Barista

Icons Coffee Couture

Wafi mall May 2023 - Feb 2024

Experience in providing excellent customer service in the specialty coffee industry. Assisted the head barista in handling high volume orders while maintaining the efficient preparation of customer orders.

- Prepare and serve specialty coffee drinks and food upselling recommend pastries and cookies to match the beverage order.
- Operated the cash register, processed transaction accurately, and handled customer inquiries and complaints in a professional and friendly manner.
- Replenished and rotated front of the house items ensuring proper labeling of goods, pastries and cookies and double check the expiration arrange according to first in first out policy.

Team Member

Burger King

Nov 2022- April 2023

Skilled in greeting guest, answering menu question and operating the register to process payment. Proven ability to train and coach new employee to ensure excellent customer service.

- Work different stations to provide optimal coverage and meet store target.
- Kept work area clean, organized and safe to promote efficiency and team safety.
- Quickly processed drive thru and dine in orders to minimize waiting time.

CONTACT

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EDUCATION

Bachelor of Arts Major in Psychology

Arellano University. Manila
2017

Central Sterile Supply Department (CSSD)

Safeway Healthcare and Ambulance Management
Dubai UAE
2025

SKILLS

- Communication
- Teamwork
- Critical thinking
- Time management
- Leadership
- Adaptability

ACHIEVEMENTS & TRAINING

Top 1 in Class

Safeway Healthcare and Ambulance Management
2025

Basic Life Support

ASHI
2025

Basic Food Safety

Nsure Dubai UAE
2024

Admission officer

Marikina Doctors Hospital and Medical Center

July 2020 Oct 2022

Code patient registration and insurance verification, ensuring precise documentation and compliance. Strong communication and organizational skills foster positive patient interactions and support healthcare in terms in delivering efficient care, assign designated room for patient base on case.

- Checked in patient for various appointments, ensuring all necessary paperwork was completed.
- Maintained and updated patient information daily to ensure accurate records.
- Communicated with insurance provider to verify the coverage of the patient and accredited doctor under the insurance.
- Managed high volume incoming calls, assisting patient with inquires and appointment schedule

Admission Clerk

The Medical City

March 2019 – July 31.2019

Develop and maintain professional, cooperative relationship with other department and staff member. Communicated effectively with medical staff, guiding patients and visitors to appropriate hospital areas.

- Assisted with administrative tasks such as data entry, record keeping and coordinating with another department,
- Pre admit patient by receiving booking from physicians, confirming admitting privileges of physicians, interviewing and encoding patient information in the data base.
- Informed all patient with the policy of the hospital time of admission and discharged, estimation of possible procedure and endorsing the patient to account specially is cash basis.

Admission Officer

St Luke's Medical Center Global

Nov 2017 – June 2018

Multitasks and prioritizes workloads. Detail oriented professional looking, distribute forms to patients and verify that required field are completed properly. Maintain digital and physical patient record.

- Assisting ER admission by assigning room and endorse to the department to prepare room for the patient
- Preparing the importance document like death certificate secure all details with a signed of the doctors.
- Assisting patient going to room and endorse all documents like admission paper, laboratory to the nurses,