



Rosario Daye Victorino

SENIOR CUSTOMER SERVICE / PRACTICAL NURSE

I'm Daye, I'm a skilled Customer Service Specialist and a Certified Practical Nurse. I can interact with a wide range of diverse cultures and personalities. I do have a background in Sales, Medical, Technical, and on-field services and I have proven my success from the past as I received numerous performance certificates and recognitions. Outside work, I love to travel, discover new places to eat, and posting relevant content on social media. I'm also into reading books and movie marathons. And a basketball enthusiast.

Contact

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Education

2008 - 2010

Practical Nursing (Associate Degree)
AMA Computer College

Expertise

• **Customer Service:** Customer Support, Retail, Issue Resolution
• **Technical Skills:** Social Media Management, Content Creation, Transcribing

• **Soft Skills:** Excellent Communication, Creative Writing, Research.

• **Healthcare:** Practical Nursing, Patient Care, Medical Procedures

CERTIFICATION:

BASIC FIRST AID, CPR C & AED
(ST JOHN AMBULANCE, WINNIPEG, MB, CANADA)

Other Details

- **Nationality:** Filipino
- **Date of Birth:** January 10, 1992
- **Notice Period:** Available to start immediately
- **Visa Status:** Sponsored (Husband Visa)
- **Marital Status:** Married
- **Address:** Al Rigga, Dubai

Experience

NAKHEEL COMMUNITY MANAGEMENT | JULY 25, 2023 - MAY 30, 2024

CUSTOMER ENGAGEMENT REPRESENTATIVE

- Handled customer inquiries and concerns via phone and email, achieving a 95% -98% customer satisfaction rate.
- Resolved issues efficiently, improving customer retention.
- Coordinated with internal departments to ensure prompt resolution of customer issues.
- Conducted follow-ups to ensure customer satisfaction and service quality

Mental Health Wellness Group | Online Therapy June 2022 - June 2023

Part-time Social Media Manager

- Assisting Social Media Director
- Posting compelling content.
- Establish the organization's online presence and brand value by promoting the company and its services on social media platforms.
- Monthly analysis.
- Build brand awareness by engaging with patients.
- Managing online communities to ensure respectful and appropriate engagement.

Almousa Day Surgery | May 2021 - March 2022

Healthcare Assistant

- Support qualified practitioners, as directed, in the provision of high-quality care.
- Be aware of safeguarding policies, both local and national, and implement such policies should it become necessary.
- Respond to emergencies and escalate to the medical team, employing techniques in line with the scope of practice and associated training as directed and by the company's protocols and guidance.
- Assists the patients when required, providing emotional support, ensuring safety, privacy and dignity at all times Demonstrates knowledge of and the ability to render supervised care and services based on specific specialties, age appropriates, and developmental needs of the patient
- Adhere to the protocol for acquiring approvals for certain procedures or tests.
- Keeps accurate and up to date of records of all patients.
- Monitor vital signs during patients visits
- Assists the patients with UBT procedures as requested by physicians
- Assists the patients with ECG.
- Prepares Fibroscan machine for physicians use
- Knowledge in assisting Elipse procedure.

Experience

CAKEBLOOM UAE | March 2021 - April 2021

Part-Time WFH Reservation/Instagram Specialist

- Taking advance orders through WhatsApp Business App(Remote Job)
- Managing customer's inquiry (WhatsApp and Instagram accounts)
- Creates end-of-day reports and orders.
- Visiting store once a week to experience on field latest cake customers feedback and suggestions.
- Posting stories to Instagram account for marketing purposes. Soft edit for Instagram account photos.

QA World | February 2021 - April 2021

Freelance Quality Analyst

- Transcribing calls for Quality Assurance

BOSE UAE | May 2018 - March 2019

Demonstration Specialist

- Achieves individual and team sales goals through the use of "customer first" engagement strategies and by employing Bose engagement tools as appropriate.
- Delivers our Brand promise through exceptional customer focus and service Demonstrates passion, enthusiasm, drive, and confidence to succeed. Increases customer base through building customer relationships and active participation in personal trade activities.
- Helps to implement Bose visual merchandising standards and execute promotional strategies Positive approach and willingness to participate in all store training and certifications to continually enhance effectiveness and customer experience.
- Transfers value by recommending products based on benefits, not merely technical features

T-MOBILE USA (ALORICA) | September 2012 - January 2018

Senior Customer Service Representative

CONTACT CENTRE ROLE:

- Provide comprehensive Customer/Technical support services to support center customers by phone and or email.
- Resolve problems and issues in a professional manner and engage with customers to identify additional needs
- Take all steps to troubleshoot issues reported to them and resolve or escalate to the next level of support
- Ensure that customers are fully satisfied with the service provided and are offered value for money to build the client's reputation as a first-choice provider of media services
- Take all necessary steps to ensure customer satisfaction at the end of the service
- Handle supervisor functions and assume Supervisory Responsibility

Assistant Team Manager:

- Live calls quality monitoring
- Production Floor Support (Helping Agents) Takes Supervisor calls requests
- Creates end of day Office reports

Mamba Surgical and Medical Clinic Philippines | March 2011 - July 2012

Medical Secretary / Assistant Nurse

- Assisting General Surgeon