

# MARLENE J. MACARANAS

## Customer Service

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Sharjah UAE

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### OBJECTIVE

Seeking a challenging position in a reputed organization where I can learn new skills, expand my knowledge, and leverage my learnings.

### PROFESSIONAL EXPERIENCES

Currently Working as a Brand Promotion in **Watson** Since Feb 2024 to date

Brand Promotor in **Carrefour Hypermarket** for different items and brand items from 2023 to Jan 2024

#### Customer Service (Part Time)

Latifa Hospital Dubai UAE

2017 to 2018

#### Duties & Responsibilities

- Greeting patients and their loved ones when they come for appointments.
- Answering phone calls and emails from patients.
- Filing medical records and other documents
- Keeping the front desk or office organized and running smoothly.
- Scheduling appointments and follow-ups for patients
- Calling patients to remind them of their appointments.
- Assisting patients with filling out forms and answering their questions
- Transcribing notes from doctors
- Keeping the waiting and reception areas clean and inviting

#### Brand Promotor (Part Time 3 Months)

Nestle UAE

May 2018 to Aug 2018

#### Duties & Responsibilities

- Demonstrate and provide information on promoted products/services •
- Create a positive image and lead consumers to use it.
- Use lectures, films, charts, and/or slide shows.
- Distribute product samples, brochures, flyers etc. to

#### Customer Service

Baguio General Hospital and Medical Center (Baguio, Philippines)

2013 – 2014

#### Duties & Responsibilities

- Throw patients celebratory events for their birthdays or significant life events.
- Connect patients with mental health providers.
- Be empathetic with patient's concerns • Comfort family members or visitors.
- Educate family members or caregivers on the patient's health concerns •
- Don't rush through a visit when you're with a patient.
- Give patients a 24/7 hotline for non-emergency support.

### ***EDUCATIONAL BACKGROUND***

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**College** : **Malasiquil Catholic School, Malasiqui Philippine**  
**Course** : **Caregiver**  
**Year** : **2001 to 2007**

### ***TRAINING COURSE***

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- Brand Promotor
- POS Counter (Different Software of POS Counter)
- First aid to patient

### ***Special Skills/Languages***

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**Special Skills:** Cashier, Customer Service, Basic Computer knowledge, Brand Promotor  
**Languages:** English, Tagalong, Arabic Basic

### ***PERSONAL DATA***

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**Nationality** : **Filipino**  
**Visa Status** : **Employment**  
**DOB** : **23<sup>rd</sup> June 1995**

Hereby certify that all of the above information is true and correct to the best of my knowledge and ability.

Marlene J.