

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

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

TRAINING COURSE

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

Special Skills/Languages

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

PERSONAL DATA

Nationality : **Filipino**
Visa Status : **Employment**
DOB : **23rd June 1995**

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

Marlene J.