



Jaenneth Vitamog

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PROFILE

An experienced laboratory assistant that specializes in indirect patient care in a busy medical laboratory. A competent team player with basic healthcare skills eager to keep growing and evolving in my profession. Constantly developing new skills and abilities.

EDUCATION

Universidad de Manila
BSBA-Major in Management
1991/2001

PERSONAL INFORMATION

Date of Birth: Feb 16, 1980
Place of Birth: Philippines
Nationality: Filipino
Religion: Born Again Christian
Marital Status: Single
Present Address: Electra Street,
Abu Dhabi, U.A.E.

WORK EXPERIENCE

LABORATORY ASSISTANT-MEDICAL SECRETARY (SEND OUT UNIT)

AlBorg Medical Laboratories June 2015- Present

- Receiving and preparing samples/specimens for testing.
- Perform and complete administrative duties related to receiving, processing, reporting, and delivering laboratory test results.
- Adhere to correct procedures and policies.
- Ensure specimen to be sent meet the accurate requirements needed.
- Proper preparation during transportation of specimen, the correct transport tube, stability and the shipment temperature.
- Comply all the needed documents/requirements by the courier for the transport of laboratory specimen.
- Follow up and tracking shipment made

CUSTOMER CARE OFFICER (GLOBE TELECOM)

Pilipinas Teleserv, Inc Sept 2012- Feb 2015

- Handle all incoming calls in an efficient and courteous manner
- Perform customer verification
- Interacts with company's customers to provide them with information to address inquiries regarding products and services.
- Deal with and help resolve any customer complaints.
- Provide information regarding services/products to the customer as and when required by them.
- Understand the customers concerns and complaints, take down their request and
- process them within the stipulated time
- Ensure timely completion of work
- Work as per the set guidelines. Look for solutions for the customers, keeping in
- mind the company policies
- Provide excellent customer service on every call
- Attracts potential customers by answering product and service questions
- Assist customers who have outage or other service problems
- Document all calls with regards to customers inquires accurately

WORK EXPERIENCE

ADMIN ASSISTANT (ACCOUNTING DEPT.- ACCOUNTS RECEIVABLE AND RECEPTION AREA)

Yana Chemodities Inc

Aug 2007 - Aug 2012

- Creating clients statements of account and fax them monthly.
- Maintaining customer files and follow up accounts receivable (overdue and unpaid accounts)
- Collect company cash and checks payment from our customers
- Coordinates and performs clerical/secretarial services, makes arrangements for events and meetings
- Types correspondences, distributes mail, makes travel arrangements, maintains confidential files
- Maintain electronic and hard copy filing system
- Answer, screen and transfer inbound phone calls
- Open, sort and distribute incoming correspondence.
- Serves as liaison between departments, faculty and staff; assists with hiring and employment processing
- Maintain and managing the office supply inventories
- Helps prepare legal documents and do research
- Fill in for the office reception as needed
- Coordinate maintenance for office equipment
- Flexible in handling different work assignments.

ADMINISTRATIVE STAFF

Cardlinks Telecom Inc.

July 2005 - July 2007

- Keeping office calendar.
- Supervising and training new hired agents.
- Maintain office files and documents.
- Purchasing office supply and managing the supply room.
- Receive office visitor and seeing that they get the assistance they need.
- Calls prospective customers by operating telephone equipment, automatic dialing systems, and other telecommunications technologies.
- Conduct training to new agents and monitor agents sales quota and supervise them.
- Schedule appointments/meetings for sales staff to meet prospective sales targets.
- Contributes to team effort by accomplishing related results as needed.

TELEMARKETER

Positive Response Vision Inc.

July 2005 - May 2005

- Calling qualified clients for credit card application.
- Maintain sales quota
- Obtain names and telephone numbers of potential customers from sources such as telephone directories, newspapers, and lists purchased from other organizations.
- Deliver scripted sales pitch to the customer
- Record customer details including reaction to the product or service offered.
- Adjust scripted sales pitch to meet needs of specific individuals.
- Knowledge of sales and marketing principles and strategies.

PARTS CLERK (HYUNDAI MOTORS)

Wheels Inc.

July 2005 - May 2005

- Receives, stores, and issues spare and replacement parts, equipment, and expendable items used in repair or maintenance shop and workers.
- Takes inventory of parts and equipment and maintains inventory records.
- Compares invoices against requisitions to verify quality and quantity of merchandise received.
- Purchases, stores, and issues spare parts for motor vehicles or industrial equipment: Obtains purchase order number from purchasing department and assigns identifying number.
- Sell auto parts to customers at the counter.
- Giving clients all information regarding the available products.
- Requisition of parts from central parts department for national organization.