



# MA. KAREN IZZABELLE J. YLAGAN

## PROFILE

Filipino  
31 August 1988  
Roman Catholic  
5'5  
150 lbs.

### Address:

901 Chicken Tikka Building, Airport  
Road Abu Dhabi, UAE

### Contact:

+971 55-855 1747

### Email:

[karenjylagan@gmail.com](mailto:karenjylagan@gmail.com)

### Language:

English - Excellent  
Filipino – Excellent

### Hobbies:

- Reading
- Swimming
- Playing Sport Activities

### Driver's License:

Expiry Date: June 9, 2024  
UAE License 218-6068

### Availability:

Immediate

## OBJECTIVE

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- To be able to share all my skills, knowledge, and goals in the company.
- To be successful with and to explore various career opportunities that would further enhance and maximize my capabilities as a person.

## SKILLS

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- Strong communication skills
- Maintain good manners
- Easily adopts to changing environment
- Strong decision maker
- Highly organized

## WORK EXPERIENCE

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Aamer Home Health Care Center, LLC (April 2021)

### **Admin Officer (Home Quarantine and Isolation Program)**

- Organize, control, and coordinate services as per the hospital board regulations.
- Evaluate personnel and prepare daily reports.
- Ensure that stock levels are adequate, and orders are made on time.
- Create work schedules for staff members.

Royal Health Group (March 2021)

### **Part – Time Data Encoder (COVID RESPONSE PROGRAM)**

Via Medica (January 25 – February 28, 2021)

### **Part – Time Data Encoder (COVID RESPONSE PROGRAM)**

- Encoding relevant information from patient records through their Emirates Id in the field operations and performing PCR missions and vaccinations.
- Ensuring the details are grammatically correct and free from typing errors while encoding in Concept System of Via Medica through DOH system.



#### EDUCATION:

##### **Southville International School and Colleges 2005 – 2006**

- Bachelor of Science in Nursing

##### **University of Santo Tomas 2006 – 2007**

- Bachelor of Science in Education  
Major in Secondary Education

##### **Pamantasan ng Lungsod ng Maynila 2007 - 2010**

- Bachelor of Science in Tourism, Hotel and Travel Industry Management

#### REFERENCES:

##### **Margarita Samarista**

- HR Manager, MIASCOR Ground handling Corp. PH

##### **Saalim Solkar**

- Airport Operations Officer, Etihad Airways 0569722644

##### **Zahid Akbar**

- Guest Service Agent, Etihad Airways 0502117927

Etihad Airways – (February 1, 2013 – July 1, 2020)

##### **Guest Service Agent**

- Handles customer needs before after or in between flights
- Responsible for check-in, air boarding and deplaning, ticketing, baggage service
- Providing connecting flight information and direction assistance

Abu Dhabi Airport Services (May 10, 2011 – January 31, 2013)

##### **Passenger Service Agent**

- Handles customer needs before after or in between flights
- Responsible for check-in, air boarding and deplaning, ticketing, baggage service
- Providing connecting flight information and direction assistance

Miascor Ground handling Corporation -AVIACOR Inc.  
(May 28, 2010- May 4, 2011)

##### **Passenger Services Agent for Hongkong Express & Jetstar Asia**

- Handles customer needs before after or in between flights
- Responsible for check-in, air boarding and deplaning, ticketing, baggage service
- Providing connecting flight information and direction assistance

#### SEMINAR & TRAININGS

- Guest Service Fundamentals Airport Operation  
March 10, 2020
- Dangerous Goods-Ground Crew (CAT 9)  
May 23, 2019
- Aviation Security (General awareness)  
July 11, 2019
- Emergency Response Awareness  
October 6, 2019
- Travel Documents Verification  
March 10, 2018
- Asian touch International Institute, Inc. PGMA – Tesda training for work scholarship program  
January 12, 2018  
“Barista Course” (service crew and coffee making)

#### FILIPINO INSTITUTE (CERTIFICATE OF COMPLETION) DUBAI

- Adobe Photoshop (October 2020)  
18 hours – Certificate # 90761-90360-422-21
- Graphic Design (October 2020)  
18 Hours – Certificate # 90761-90578-422-239
- Video Editing 1 (October 2020)  
18 Hours – Certificate # 90761-90747-422-408