



CEASARIE O. USANA

Abu Dhabi, UAE

Visa status: Husband's visa

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PERSONAL INFORMATION

Date of Birth : June 06, 1993

Age : 30

Place of Birth : Manila

Citizenship : Filipino

Civil Status : Married

EDUCATION

TERTIARY:

Colegio De La Inmaculada Concepcion De La Concordia

Bachelor of Science In Business Administration

Major in Marketing Management

2010- March 30, 2014

Graduate

SECONDARY:

Paco Catholic School

2006-2010

Graduate

PRIMARY:

Paco Catholic School

2000-2006

Graduate

CERTIFICATION

➤ Supply Chain Management Professional.

(ACTVET) UAE Certificate.

➤ Accounting with VAT

(KHDA) UAE Certificate.

➤ SAP FICO

(KHDA) UAE Certificate.

➤ QuickBooks Accounting

(KHDA) UAE Certificate.

OBJECTIVE

- To secure a position in a highly competitive company that will enable me to utilize my skills that I have acquired in my previous experiences.
- To broaden my knowledge in the field of Marketing, Sales and Customer Management
- To be more proficient in English Communication.
- To acquire more abilities to increase my interpersonal skills.

EMPLOYMENT HISTORY

September 2021 -
December 2023
(Abu Dhabi, UAE)

Communication Assistant **Heartbeat Medical Center**

In-charge of the following tasks:

- Prepare all the reports to be submitted to the patient's insurance.
- Help implement communications strategies.
- Update databases of the patients.
- Track approvals form the insurance of the patient.
- Maintain calendars and appointments.
- Performs administrative duties such as follow up appointments.
- Provide patient driven care.
- Personal care including infection prevention and control.
- Assisting with clinical duties
- Ensure safety, comfort, confidentiality and privacy of the patients.

January 2021 -
August 2021
(Abu Dhabi, UAE)

Communication Assistant **Gulf Diagnostic Center Hospital**

In-charge of the following tasks:

- Prepare all the reports to be submitted to the patient's insurance.
- Help implement communications strategies.
- Update databases of the patients.
- Track approvals form the insurance of the patient.
- Maintain calendars and appointments.
- Performs administrative duties such as follow up appointments.
- Provide patient driven care.
- Personal care including infection prevention and control.
- Assisting with clinical duties
- Ensure safety, comfort, confidentiality and privacy of the patients.

SKILLS

- Knowledgeable in Microsoft office
- Computer literate
- Knowledgeable to CONCEPT and SAGE system.
- Interpersonal skills
- Communication skills
- Can work under pressure
- Can facilitate training modules
- Can do training needs assessment
- Extremely patient

May 2020 -
December 2020
(Singapore
via remote
platform)

Ecommerce Virtual Assistant and Digital Marketing

Brand and Beyond

In-charge of the following tasks:

- Responsible In Customer Service, Order Processing, Returns/Exchanges, Manage Inventory, Order Products and Website Maintenance to Bayer Lazada SG, Medic Lazada SG, Medic Qoo10 SG, Bayer Shopee SG and Medic Shopee SG.
- Editing Shopify Account for Brand and Beyond US Market.
- Maintain Clickfunnels, Kajabi, Active Campaign Account for Brand and Beyond US Clients
- Editing all the needed Photos via Photoshop and Canva.

June 2018 -
April 2020
(Abu Dhabi, UAE)

Receptionist/Administrator

Daman Health Insurance

Under by One to One Management

In-charge of the following tasks:

- Responsible to reception and administrative works.
- Keep records and prepare daily, weekly and monthly reports.
- Maintain all files to the system.
- Provide a high-level customer service.
- Inventory of all the supplies and equipment.
- Provides security and control to the facility.
- Responds immediately to inquiries and concerns.
- Answering all the incoming and outgoing calls for all the queries.
- Performs other reasonable work assignments as assign by the supervisor.

October 2016-
February 2018
(Philippines)

Customer Service Assistant

Philippine Business Bank

In-charge of the following tasks:

- Provide a high-level customer service
- Sell products and services directly to consumers
- Understand standard bank transactions, as well as common product and services.
- Master basic accounting
- Work with various types of technology and software.
- Handle incoming and outgoing remittances.
- Process application for outgoing remittances.

July 2014-
May 2016
(Philippines)

Email support

MDT Technology and Support Inc.

In-charge of the following tasks:

- Monitor company's account in Ebay US Market.
- Create marketing plan on items for sale and monitor its prices on Ebay US Market.
- Communicate client concerns.
- Monitor inventory product to avoid back orders.
- Make products more sellable to the Ebay US

Market.

- Edit and update photos and description of product to attract more buyers.

November 2013 –
June 2014
(Philippines)

Pharmacy Assistant
St. Martin De Porres Charity Hospital

In-charge of the following tasks:

- Input details into prescription/patient/pharmacy data management system.
- Liaise with healthcare providers to ensure accuracy of prescription information.
- Assist in the preparation and dispensing of medications.
- Receive and input prescription orders into system.
- Release refill medications and over-the-counter products in accordance with existing procedures.
- Request new prescriptions from physicians where necessary.
- Provide patients and customers with necessary information about their prescriptions, medications and products.
- Collect, organize and maintain patient information and profiles.
- Maintain confidentiality of patient data.
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