



# Ma. Mathilde

# C. Bañares

## Call Center Agent/ Customer Service Representative

Arab Construction bldg, plot 21 Room 1001  
Airport Road. Abu Dhabi  
matthbanares@gmail.com  
+971566960795



### EDUCATION

**Caregiver**

GRADUATED -2015

**University Of  
Negros Occidental  
Recoletos- Bacolod  
City**

GRADUATED -2014

Lifeline International Caregiver School - Bacolod City Philippines

Bachelor Of Science In Commerce Major In Business Management - Graduate  
- Bacolod City Negros Occidental, Philippines



### CAREER OVERVIEW

**Caregiver**

March 2020- July 2024  
(present) EOC August 10

Reyada Home Healthcare LLC - Abu Dhabi

- \* Traveling to patients' homes and managing their care of plan according to physicians' instructions.
- \* Administering medication and checking vital signs of patients.
- \* Handling personal grooming and hygiene.
- \* Testing for muscle weakness I, bedsores and any sign of infections.
- \* Listening to the concerns of family members and answering their questions.
- \* Educating family on the aftercare or ongoing care of the patient.
- \* Providing suggestions for improved healthcare to physicians and family members of the patient.
- \* Monitoring patient recovery and compiling reports for the physician.
- \* Keeping abreast of developments in healthcare and attending workshops and lectures as required.
- \* Collaborating with doctors and other healthcare professionals to develop improved diets and healthcare plans for patient

**Sales Associate/  
Cashier**

Dec 2015- February 2020

Wanasa Land LLC - Alwada Mall Abu Dhabi UAE

- Manage transactions with customers using the point-of-sales system.
- Scan products and ensure accurate pricing.
- Take cash, credit and debit payments.
- Issue receipts, refunds, change or tickets.
- Redeem stamps and coupons.

- Cross-sell or upsell products.
- Resolve customer complaints and concerns.

### Call Center Agent

June 2015- December  
2015

#### Tele performance - Bacolod City Philippines

- Answering incoming calls and responding to customer inquiries.
- Resolving customer complaints and issues in a professional and timely manner.
- Providing excellent customer service and ensuring customer satisfaction.
- Following call center scripts and protocols to handle different types of calls.
- Documenting all customer interactions and maintaining accurate records.



### SKILLS

- .....
- \*Patience
  - \*Compassion
  - \*Attentiveness.
  - \*Dependability.
  - \*Trustworthiness.