




# MARIA CHRISTINA RADAM

## PROFILE

Researcher,  
Administrative Assistant  
Social Media support

## CONTACT ME

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## ➤ EDUCATION

### **FAR EASTERN UNIVERSITY - MANILA**

*Nicanor Reyes Street, Sampaloc*  
*Bachelor of Science in Nursing*  
2003 - 2007

### **CITY OF MANDALUYONG SCIENCE HIGH SCHOOL**

*E. Panteleon Street, Hulo, Mandaluyong City*  
1999 - 2003

## ➤ COMPUTER SKILLS

Database Management  
Cloud base application management  
Social Media Management  
Online security awareness  
Task Management

## ➤ LANGUAGES

English  
Filipino

**APRIL 2007 TO FEBRUARY 2008 -**

**TECHNICAL SUPPORT REPRESENTATIVE  
EPLDT VENTUS LIBERTAD SITE  
LIBERTAD COR ARAYAT STREET  
MANDALUYONG CITY PHILIPPINES 1550**

**ESSENTIAL JOB FUNCTIONS:**

- Deliver service and support to users using and operating automated call distribution phone software, via remote connection or over the Internet.
  - Interact with customers to provide and process information in response to inquiries, and requests about products and services.
  - Gather customer's information and determine the issue by evaluating and analyzing the symptoms.
  - Diagnose and resolve technical hardware and software issues.
  - Research required information using available resources.
  - Follow standard processes and procedures.
  - Identify and escalate priority issues per client specifications.  
Redirect problems to appropriate resources.
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**FEBRUARY 2008 TO JULY 2012 -**

**STAFF NURSE - MEDICAL WARD  
MANDALUYONG CITY MEDICAL CENTER  
BONI AVENUE MANDALUYONG CITY 1550**

**ESSENTIAL JOB FUNCTIONS:**

- Institutes continuity of care by receiving bedside endorsements and assesses the individuals' needs for nursing care based on the patients' history, results of physical, diagnostic and laboratory examinations.
  - Plans/ prioritizes nursing care activities considering overall health needs of the patient, the extent of his coping abilities including that of his family and S.O., and his readiness, acceptance and abilities for self-care.
  - Carry out doctor's orders justifiably and update the kardex, pt. medication sheet and Chart, follow up diagnostic and laboratory test and relay to MSROD. Executes written, legal prescriptions for treatment therapies and medications.
  - Implements nursing intervention consistent with the overall plan of care with special considerations for patients' safety and comfort.
  - Coordinates pt. care services with members of the health team and make referrals as necessary.
  - Conducts discharge planning and provide health teaching to patient family and S.O.  
Evaluates/ modifies nursing care provided. Documents accurately the observation and services rendered to the patient.
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**01 OCTOBER 2012 - 19 JANUARY 2013**

**HEALTHCARE SERVICE ASSOCIATE  
HINDUJA GLOBAL SOLUTIONS  
EULOGIO RODRIGUEZ JR AVE, QUEZON CITY 1102**

**ESSENTIAL JOB FUNCTIONS:**

- Receives member's pre-service requests on the toll free 800#, determines needs, gets demographic information
  - If the caller is requesting information, the HealthCare Associate can help them directly (e.g. eldercare assistance, health and Rx plan schedules, identifying resources for employer health plans).
  - Achieve or exceed Call Center Metrics.
  - Handle routine to moderate issues with regular supervision such as answering member questions, dealing with irate members and assisting other departments with their member cases.
  - Regular contact with members, physician office receptionist and insurance carrier customer service.
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**05 AUGUST 2013 - JULY 201**    **CUSTOMER SERVICE ASSOCIATE RR DONELLEY  
(ACE INSURANCE)  
EASTGATE CENTRE BLDG., 169 EDSA,  
MANDALUYONG 1550**

**ESSENTIAL JOB FUNCTIONS:**

- A claims analyst monitors liability claims from start to finish.
  - Verify and update information on submitted claims.
  - Review the policy to determine which charges are eligible for reimbursement, reconciling a claims adjuster's estimates, processing payment to all parties and following up to ensure that payments are made.
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**25 AUGUST 2014 - SEPTEMBER 1 2017**

**ADMINISTRATIVE STAFF  
VICTORY CHRISTIAN FELLOWSHIP  
NO. 30 EDSA COR PIONEER STREET  
3RD FLOOR ROBINSONS FORUM, MANDALUYONG 1550**

**ESSENTIAL JOB FUNCTIONS:**

- Provides administrative support to the Head of the Discipleship Ministry and Leadership development; effectively and efficiently handles the events, people, data, and finances to support the department.
- Events Management :
- Administrative support and training preparations.
- Planning and preparation of program, checklist and time table for each events according to the outcome objective set.

- Promotion and information dissemination
  - Database Management. Collect, update and maintain database.
  - Finance Management
  - Preparation of annual budget and materials necessary to operate the department for submission and approval.
  - Request for funds and liquidate expense for every event.
  - Receives, account and remit payments from registration, sales and other sources.
  - Prepares monthly report of actual expense and disbursements for finance department.
  - Leadership Development
  - Communicate and coordinate upcoming events, trainings, meetings and relevant reports for information, confirmation and encouragement.
  - Schedule and coordinate meetings requested by the Discipleship Pastor, Discipleship Coordinators and church leaders.
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**24 SEPTEMBER 2017- NOVEMBER 1, 2022**

**DIGITAL MARKETING STAFF  
FREEDOM ALLIANCE VENTURES, LLC**

## **ESSENTIAL JOB FUNCTIONS:**

1. Multichannel Content Management:
  - Develop and execute digital marketing strategies across platforms, including Instagram, Facebook, TikTok, and relevant travel websites.
  - Curate and schedule captivating travel content to boost brand visibility and engagement on all specified channels.
2. Community Engagement:
  - Conduct Instagram mining to discover and share compelling travel content, fostering an active and vibrant community on the platform.
  - Manage Facebook and TikTok interactions, responding to comments, messages, and engaging with the audience.
3. Creator Collaboration:
  - Initiate and maintain email outreach campaigns to collaborate with content creators within the travel niche.
  - Facilitate partnerships by featuring travel content from creators, enhancing the brand's collaborative and inclusive image.
4. Cross-Platform Integration:
  - Ensure seamless integration of content strategies across Instagram, Facebook, TikTok, and other relevant travel websites.
  - Monitor and analyze key performance indicators (KPIs) for each platform to assess the effectiveness of digital marketing efforts.

5. Additional Responsibilities:

•Information Retrieval:

•Research required information using available resources to stay informed about current trends in digital marketing and travel industry developments.

•Adherence to Standard Procedures:

•Follow standard processes and procedures to maintain consistency and quality in the execution of digital marketing strategies.

•Execute any other tasks agreed upon by both parties during the course of the contract, demonstrating flexibility and adaptability.

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**19 JULY 2022- FEB 1, 2024**

**CONTENT RESEARCHER  
EDUCATED CHANGE**

**ESSENTIAL JOB FUNCTIONS:**

1.Content Curation:

•Research and curate tailored LinkedIn and Twitter content for C-level clients and managing directors.

•Craft engaging article posts focusing on thought leadership and industry trends.

2.Engagement and Networking:

•Regularly engage with leaders through comments and likes, fostering a vibrant professional network.

•Refine and expand the network with potential customers and true leads.

3. Brand Presence Enhancement:

•Define and elevate a compelling digital brand presence, aligning with clients' goals.

•Monitor content performance, adjusting strategies for optimal effectiveness.

4. Collaboration and Adaptability:

•Collaborate with clients to align content with evolving priorities.

•Stay updated on industry trends and integrate feedback for continuous improvement.