

Nicolas, Kristina Camille T.

Brgy #46 Nalbo Laoag City

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Personal Information:

Date of Birth : August 1, 1991

Place of Birth : Quezon City

Civil Status : Single

Citizenship : Filipino

Religion : Roman Catholic

Father's Name : Camilo F. Nicolas

Mother's Name : Ma. Cristina I. Tangonan

Educational Background:

Primary: Northwestern University SY 2002-2003

Secondary: Northwestern University SY 2006-2007

Tertiary: Northwestern University

Bachelor of Science in Nursing(UNDERGRADUATE)

Bachelor of Science in Tourism (UNDERGRADUATE)

Primacare Training and Development Centre

Caregiving NCII

Employment History:

Hawke Media Inc. (Virtual Assistant) June 04, 2020 – October 20, 2022

Affiliate Support

- Searching for prospects like influencers and publications to promote the brand in exchange of commission or free products
- Sending recruiting emails and answering queries.
- Updating weekly and monthly(initial and final) reports.
- Sending clients weekly reminder
- Checking gifting request from affiliates, sending follow up emails for the link of the article about their product review post.
- Recruiting affiliates using ShareASale, Impact Radius, Linkshare, PepperJam and Awin.
- Drafting and sending out newsletter for clients promotions.

OJT Trainee at Veterans Memorial Medical Centre (June 10, 2019 – June 21, 2019)

- Kept close eye on client vital signs, administered medications and track behaviours to keep healthcare supervisor well informed.
- Assisted patients with personal requirements , including keeping spaces clean and helping with grooming
- Helped family members plan healthy meals, purchase ingredients and cook meals to provide adequate nutrition foe client wellbeing.
- Kept household areas clean and well-stocked, ran errands, managed laundry and completed weekly grocery shopping.

Telecare (July 24, 2017- April 30, 2018)

Customer Sales Representative

- Cultivated and strengthen account relationship to achieve and exceed company target.
- Maintained accurate and current customer account data with manual forms processing and digital information updates.
- Evaluated customer information to explore issues, develop potential solutions and maintain high quality service.
- Cold calling leads for Diabetic supplies, Solars and Back Braces.

EGS ILOCOS(ALORICA) (March 06, 2015- February 11, 2016)

Medical Claims Analyst

- Followed up with insured individuals regarding premium and deductible payments.
- Reviewed and analyzed suspicious and potentially fraudulent insurance claims.
- Reviewed new files to determine current status of injury claim and to develop plan of actions.
- Evaluated all evidence with ultimate goal of creating positive outcomes for clients claims.

Sutherland Global Services Inc. Tarlac (January 21, 2014 – April 26, 2014)

Customer Service Representative

- Used company troubleshooting resolution tree to evaluate technical problems while leveraging persona; expertise to find appropriate solutions.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Consulted with outside parties to resolve discrepancies and create effective solutions.

Skills:

- **MS office proficient**
- **Time management**
- **Can work under minimum supervision**
- **Documentation**
- **Multitasking**
- **Customer service**
- **ClickUp**
- **Affluent**
- **AHREFS**
- **Slack**
- **Mediarails**
- **Captiv8**
- **SimilarWeb**

Character References:

Brgy Chairman Ruben J. Roque

Brgy Councilor Imelda N. Taylan

I hereby certify that the above statement are true and correct.

Kristina Camille T. Nicolas

Applicant