



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.