



AIZZA MAE REGIDOR

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Patient Care and Management
- Customer Service
- Communication Skills
- Strong Work Ethics
- Highly organized and keen to details

TOOLS

Microsoft Office
 Microsoft Excel
 Google Sheets
 MS Teams, Zoom, Webex
 Canva, Trello, Capcut
 Knowledgeable in:

- Athena, Simple, Practice Fusion, Monday.com, Asana

PERSONAL PROFILE

I have a versatile personality well grounded with knowledge and experience in the field of human resources focusing on health and wellness, customer service, banking and finance in local and international companies. I have excellent communication skills strong work ethic, and with good leadership qualities and interpersonal relationship with clients and colleagues. Armed with passion, dedication and commitment, I am very much willing to provide the best quality service for business acumen.

WORK EXPERIENCE

HR OFFICER | OCCUPATIONAL SAFETY AND HEALTH

[Metropolitan Bank and Trust Company](#) | 2021- Present

- Manages day to day clinic operations including manpower checking, supplies requisition, monthly inventory of supplies and fixed assets across all Bank Clinics nationwide.
- Reviews and monitor clinic related finances

LOANS OFFICER | LOANS VERIFICATION

[Metropolitan Bank and Trust Company](#) | 2017 - 2021

- Signature verification
- Safekeeping of loan documents

BANKING ANALYST | CUSTOMER SUCCESS MANAGER

[RCBC Savings Bank](#) | 2015 - 2017

- Email and Phone Management for customer inquiries
- Review and sign Bank Certificates
- Review of home loan amortization

CLAIMS COORDINATOR

[QBE Shared Services Ltd](#) | 2014 - 2015

- Collects reimbursement from at fault parties involved in a vehicular accident.
- Offer payment solutions and options for clients on hardship.

SENIOR CUSTOMER SERVICES REPRESENTATIVE

[Convergys Philippines](#) | 2013- 2014

- Receives inbound calls for declined credit cards, automated system due to suspicious or possible fraud transactions.
- Processes cancellation of card and renewal of card due to lost or stolen card.
- Sends report for fraud transactions.

WORK EXPERIENCE

STAFF NURSE

The Medical City | 2008 - 2012

- Assess and records patient based on their current medical condition.
- Carry out doctor's order i.e., drug administration, diagnostic procedures and treatment plans.
- Report any untoward incidents and provide immediate care to patients.

CUSTOMER SERVICE ASSOCIATE

Aegis Peoplesupport Inc. | 2007 - 2008

- Receives inbound calls for retail banking inquiries.
- Process banking requests after successful customer verification.

EDUCATION HISTORY

Arellano University - Manila

- Bachelor of Science in Nursing, 2007
- 