

MYLENE HOFILEÑA LEYBA

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OBJECTIVE

To continue develop my knowledge and utilize the exposure and practical skills I gained on a greater venue. To work with passion and continue to be a self-motivated, team player, multi-tasking, hard working, honest, teachable, assertive, possess a positive attitude, flexible, problem solver, ability to work independently, to handle stress and pressure, and be always productive.

COMPUTER SKILLS & TECHNICAL

Can operate both Macintosh & PC. Proficient in MS Office, Adobe Photoshop, Final Cut and Adobe Premiere. Ability to do basic photo and video editing and learn new software. Knowledgeable in basic graphic design and photography.

WORK EXPERIENCE

1. Sales Executive cum Customer Support, Physio and Rehab Department

October 21, 2018 to March 2019, Arabian Millenium Medical Trading, Dubai – UAE

Job Description:

- Attend Inquiry from phone calls, email and whatsapp
- Provide proper information, educate and demonstrate how beneficial and how to operate the items to the clients
- Make quotations, and follow up
- Telemarketing and Outdoor Marketing
- Promote and Sell products such as: Physio & Rehab, Ortho support, Medical Furniture, Speech & Occupational Therapy items, Sensory Room, Mobility Care, Diagnostics and consumables
- Build and maintain good relationship with the clients
- Put ads, sell in Dubizzle & Souq,
- Send Newsletters to clients to introduce new items

2. Sales Executive, Medical Equipment & Healthcare

September 21, 2016 to October 15, 2018, Grand Arabian Home Pharmacy, Sharjah-UAE

Job Description:

- Promote and Sell to Customers and Doctors the following Products such as: Mobility Care, Orthopedic support, Physio & Rehab, Respiratory Care, Mother and Child Care, Maternity Care, Bedroom Medical Furniture, Foot Care, Orthoses & Prosthesis, Incontinence Care, Breast Care, Compression Therapy and Medical Disposables.
- Indoor marketing (Showroom)
- Outdoor marketing 3 hours in the morning from Feb 2018 to Oct 2018.
- Educate and Demonstrate the product to the customer on how to use, operate, what are the benefits and how helpful it will be to their needs.
- Give them the appropriate and efficient items that will be suitable to their needs.
- Accepts prescriptions and give the clients what is written by the Doctors.
- Receive inquiry from email, phone calls and whatsapp.
- Get customer's orders and make quotations.
- Make sure item correct and in good condition before calling the customer to collect their order.
- Inquire and order items to the supplier.
- Check inventory and shortages.
- Receive cash payments, debit card and credit card payments and checks.

- Count money in the cash box and make settlement for credit or debit card payments at the end of the shift to ensure that the amount is correct and adequate.
- Issue receipts / invoices, goods return vouchers and receipt voucher.
- Accepts orders brought by supplier and check if items if correct, complete and no damage.
- Put barcodes on each item and arrange.
- Do clerical job like typing, filing, printing and scanning.
- Assist Pharmacist in filing insurance forms and getting medicines from the shelf.
- Assist Foot Specialist / Orthotist in getting clients foot impression and putting POP in clients extremities or body for customized items.
- Ensure that the customized items brought by Orthotist is complete and the correct item for the client before calling them to collect it.

3. Secretary / Personal Assistant

February 9, 2016 up to July 30, 2016, CEO Bena Character Building Center, Dubai-UAE

Job Description:

- Do clerical and administrative duties
- Maintaining effective records and organization
- Prepare and print Certificates, invoice, attendee sheet and forms use for the training course
- Prepare the folders, notepads, pens and other tools need for the training course
- Make the CD design, prepare and burn course worksheet to be given to the participants
- Take video and assist during the training course
- Assist the CEO on planning the retreat and conference
- Make design for the brochures, Make slideshows
- Make the travel arrangements
- Prepare calendar report for the monthly training, meetings and events
- Assist in promoting the company for Social Media, Instagram and Youtube aside from the website

4. Private Physical Therapist cum Personal Assistant

July 1, 2012 to September 30, 2015

Employer: Private, President and owner of her Company, female, ambulatory pt.

Patient case: Cervical and Lumbar Spinal Stenosis, Degenerative Disc Disease, Spondylolisthesis Laminectomy L4-L5 done on Nov 2010 and XLIF on L2-L3 June 2015.

Physical Therapy job description:

- Evaluate and assess the patient.
- Performs necessary PT Management:
Hot packs, Ultrasound, TENS/EMS machine, Laser, Traction, Cold packs, Strengthening exercises, Stretching and Massage.
- Educate the patient for the treatment, proper body mechanics and exercises.
- Monitor and get vital signs, blood sugar, administer medications needed, vitamins and maintenance.
- Filing, review and check all medical files.
- Inventory and make a list of all her medicines and vitamins.
- Take notes of daily activities, treatment and medicine/food intake.
- Accompanies her in travels (Philippines, US, Asia, Europe, Antarctica)
- Call and coordinate with her Doctors for appointment and other medical concerns.

Personal Assistant job description:

- Do the purchasing, accounting, expenses summary, inventory and documentation using MS Office.
- Takes care of her and personal things.
- Trusted to any personal and confidential information and documents.
- Budgeting and responsible for holding a petty cash and allocate it for the proper usage.
- Check emails, answer and send emails.
- Scan, print, fax and photocopy documents.

- Make and take phone calls for her.
- Attend events for her.
- Make a flight, hotel and tour bookings.
- Personal Photographer and videographer every time there was an occasion and parties.
- Take photographs for the inventory.
- Download and upload photos, video and files.
- Organize and put all the photos, video and files in a hard drive.
- Edit photos and videos using Iphoto, Photoshop, Imovie, Final cut and Adobe Premiere. Burn disc using toast and default software.
- Make slideshows and photobooks for her and to give as gifts.
- Print pictures for her personal use, to give as gifts, for guest books and give away using HP and Canon Printers.
- Uses and takes care of her Macintosh laptops (Macbook Pro 13", 15", 17" , Macbook Air 11" & 13", Retina 13" and 15"), PC, ipads, boss and logitech speakers and cameras like Canon, Nikon and Leica, and other gadgets.
- Takes cares of her scuba diving gear. Wet suit, mask, hood, computer watch, booties, gloves, underwater cameras and casing, underwater lights , and other accessories.
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5. Customer Service Representative (Inbound)

AT&T Receivables Management/Collections Department

August 2011 - June 2012, TELEPERFORMANCE SM Mall of Asia, Pasay City, Philippines

Job Description:

- Collect payments.
- Handles customer questions, complaints, and billing inquiries with the highest degree of courtesy and professionalism to resolve customer issues with one call resolution.
- Offers alternative solutions where appropriate with the objective of retaining customer's business.
- Handles business transactions in connection with activation of new customer accounts on a computer terminal.
- Communicates with customers using web-based tools and demonstrates the associated proficiency in typing and grammar.
- Makes financial decisions to protect/collect revenues and adjusts customer accounts.
- Has broad working knowledge of AT&T practices and operations and demonstrates continued and consistent proficiency in most of the skill sets utilized within the Host Call Center.
- Answers customer/client requests or inquiries concerning services, products, billing, equipment, claims, and reports problem areas.
- work in one or multiple queues/skill sets over various customer contact channels.
- Responsible for improving customer retention through programs and service provided to the customer
- Utilizes mechanized systems to initiate and complete service orders and handle customer requests.
- Continually maintain working knowledge of all company products, services and promotions.
- Make recommendations according to customers needs on features, accessories, upgrades and rate plans.
- Utilize operational systems to process purchases of AT&T products and services; i.e. collections, payments for Wireless bills and accessories.

6. Customer Service Representative (Outbound), Chartis Philippines Insurance

July 2010 – March 2011, Rainmaker Asia, Inc. Makati City, Philippines

Job Description:

- Encourage prospective customers to do business transactions or provide necessary information.
- Sell insurance policies to potential clients.
- Handle sales, collections, or lead generating campaigns.
- Required to reach quota.
- Help individuals and families select the most appropriate policies
- Seek out leads and new clients.

- Maintain reports and records of insurance policies.
- Match insurance policies for clients with the companies that offer the best rates and coverage.
- Obtain price quotes.
- Process applications.
- Utilize the Web to respond to quotes for insurance policies.

7. Private Physical Therapist

July 1, 2003 - May 31, 2010

Employer: Private, female, ambulatory patient

Patient case: Cervical and Lumbar Spinal Stenosis, Degenerative Disc Disease

Job Description:

- Evaluate and assess the patient.
- Performs necessary PT Management:
Hot packs, Ultrasound, TENS/EMS machine, Laser, Traction, Cold packs, Strengthening exercises, Stretching and Massage.
- Educate the patient for the treatment, proper body mechanics and exercises.
- Monitor and get vital signs, blood sugar, administer medications, vitamins and maintenance.
- Filing, review and check all medical files.
- Inventory and make a list of all her medicines and vitamins.
- Take notes of daily activities, treatment and medicine/food intake.
- Accompanies her in travels (Philippines, US, Asia, and Europe)
- Call and coordinate with her Doctors for appointment and other medical concerns.

8. VOLUNTEERED PHYSICAL THERAPIST

November 6, 2000 – November 31, 2001

Most Holy Trinity Physical and Occupational Therapy Rehabilitation Clinic

Calabash Road, Balic-Balic Sampaloc, Manila

- Administer Physical Therapy treatment to patients suffering from varied cases such as neurologic, musculoskeletal, and orthopedic problem.
- Assess disability and procedures in order to screen for disability and facilitate decision making for proper Physical Therapy management

Other Sales Experience

USANA Health Sciences Philippines – 2011, Water Purifier – 2002, Excelta Fire Extinguisher - 1998

EDUCATION

College: *Bachelor of Science in Physical Therapy* 1995-2000
EMILIO AGUINALDO COLLEGE Manila, Philippines

Other Course: *Visual Graphic Design Program* August 2010 – February 2011
FIRST ACADEMY OF COMPUTER ARTS Makati City, Philippines

Basic Therapeutic Shiatsu Massage September - October 2006
THE INNER WHEEL CLUB OF MANILA Taft Avenue, Manila, Philippines

Secondary: *High School Graduate* 1991-1995
BACOR PARISH SCHOOL Bacoar, Cavite, Philippines

PERSONAL DATA

Born in Manila on October 28, 1978, 40 yrs. old, Single, Catholic, Filipino, stands 5'4, weights 150 lbs. In good state of health.