

# RUFO NALE DUBLIN JR.

## **PHILIPPINES ADDRESS:**

Block 7 Lot 11 Springville Subdivision-South 1,  
Molino, Bacoor, Cavite, Philippines  
Mobile No.: (0063) 967 235 0832  
e-mail: [rdublin@yahoo.com](mailto:rdublin@yahoo.com)  
Skype: rufo.dublin  
WhatsApp: +63 967 235 0832



## **CERTIFICATES AND LICENSES**

COURSE	INSTITUTION	DURATION	HOURS
Certificate in Caregiver NC II	Shalom Caregivers, Inc. – Las Pinas, Philippines	February – October 2010	6 months
Caregiver - Volunteer	Missionary Sisters of Our Lady of Fatima Bahay ni Maria – Calamba, Philippines	March 2009 – January 2010	10 months
On-the-Job Training on Elderly Care	Missionary Sisters of Our Lady of Fatima Bahay ni Maria – Calamba, Philippines	August 16 – August 23, 2010	120 hours
On-the-Job Training on Child Care	Open Doors Christian Academy San Pedro, Laguna, Philippines	August 30 – September 06, 2010	120 hours

## **EDUCATIONAL BACKGROUND**

**Graduate:** Mindanao State University-Iligan Institute of Technology - Tibanga, Iligan City, Philippines (1997-2002)  
**Degree:** Bachelor of Science in Information Technology, Major: Business Software Development

## **EMPLOYMENT RECORD**

1. July 20, 2020 up to present

**Nurse Aide**  
**Citymedic Emergency Hospital Corp.**  
Sta. Rosa, Laguna, Philippines

JOB DESCRIPTION:

- Turning and positioning bedridden patients regularly.
- Transfer wheelchair-bound patients using safe patient handling devices.
- Gathering medical supplies and making beds.
- Bathing, skin care, grooming patients by brushing their hair, teeth, shaving them, clipping, etc.
- Feeding patients and documenting their food and liquid intake.
- Checking vital signs such as blood pressure, heart rate, temperature, etc.
- Toileting assistance that includes bowel and bladder care and catheter care.
- Helping patients walk with gait belts, walker, cane and other devices.
- Reporting all changes to the nurse.
- Other nurse request or order.

2. April 24, 2019 to July 15, 2020

**Customer Service Associate**  
**Telco Account - CONCENTRIX (BPO)**  
Alabang, Muntinlupa City, Philippines

JOB DESCRIPTION:

- Educate customer about the plan and help check if location is serviceable.
- Technically assist customer in setting up modem for 5G and activate the service in the system.
- Handle billing inquiry and billing adjustment.
- Process SIM and modem replacement.
- Assist team leader to track inbound calls from the team members.

5. September 2008-November 2010

**Workforce Specialist**

APAC Customer Services, Inc. (BPO)  
Alabang, Muntinlupa City

- Ensure accurate and timely completion of all reports including daily client reports, reconciliations, monthly reports and additional client report analysis.
- Analyze the information in spreadsheet formats, resolving discrepancies and inconsistencies with the appropriate departments (ie. Leads Management, IT, Billing, etc.).
- Assist in discussing, designing, developing, and implementing reports defined in new client programs Design and complete reconciliation reports balancing Net/Gross sales information to client requirements.
- Develop and maintain relationship with Account Management and Account Development ensuring expectations are met.
- Provide proactive feedback to Account Management, Operations and other internal groups as possible through report analysis, trending, and other reporting tools.
- Develop and maintain documentation for report generation.
- Communicate and problem solve with Information Technology regarding any data issues affecting reports.
- Assist in training of new analysis and serve as back-up for absent analysis.

6. May 2008-September 2008

**Workforce Analyst**

APAC Customer Services, Inc. (BPO)  
Alabang, Muntinlupa City

- Generation of daily interval and client reports to Operations staff, Client Services and sometimes the Client.
- Develop and adhere to escalation procedures within the call center for disaster and normal notifications/escalation situation.(e.g. system issues).
- Work in conjunction with Telephony department in tracking and managing trucking on the network and local switch which directly and indirectly impact ACD group and IVR applications.
- Participate in the implementation of schedule changes that are necessary to maintain customer and client satisfaction.
- Provide daily, weekly and monthly reporting on various performance characteristics of the eWFM and IEX application.
- Real time monitoring using CMS applications for schedule adherence and avoiding work time loss. (e.g. ACW, AUX, long hold time – plugging down reps if necessary).

7. February 2008- May 2008

**Resolution Expert/Call Supervisor**

APAC Customer Services, Inc. (BPO)  
Alabang, Muntinlupa City

- Assists customer service representatives for procedures and updates to follow.
- Handles escalated calls from members requesting for supervisor.
- Resolving issues that cannot be handled by CSR alone and make appropriate request to the right department to ensure excellent customer service.

8. October 2005-February 2008

**Customer Service Representative**

APAC Customer Services, Inc. (BPO)  
Alabang, Muntinlupa City

Pharmacy Services; cross-trained to Member Services and United Healthcare Group for Prescription Benefits. The client is one of the largest mail order pharmacy operations that provide millions of Americans an access to affordable, high quality prescription benefit. Main task includes the following:

- Provides assistance to pharmacist relating to claim rejections, claim processing, explanation of drug utilization and other pharmacy-specific questions.
- Resolves issues of members such as billing, plan design, medicine cost, order status, co-payment structure and all other inquiries pertaining to their prescription benefit.
- Provides support to large pharmacy companies in setting up their accounts online, resetting password and resolving issues pertaining to our website.
- Handles inbound calls for its members and pharmacists of a leading Prescription Benefits Manager (PBM) in the United States of America.

## **CHARACTER REFERENCE:**

**Maureen M. De Guzman**

**Citymedic Emergency Hospital Corp.**

*Human Resource Manager/Hospital General Services Manager*

Email: [maureenmdg093012@yahoo.com](mailto:maureenmdg093012@yahoo.com)

Contact No. (0063) 956 092 2332

**Linda Bonita-Watson**

**Bahay ni Maria - Home for the Abandoned Elderly and Children with Special Needs**

*Senior Caregiver*

Email: [lindabbonita@yahoo.com](mailto:lindabbonita@yahoo.com)

Contact No. (001) 210-7405790

**Kia Geronga**

**Concentrix, Phils.**

*Team Leader*

Email: [kfgeronga07@gmail.com](mailto:kfgeronga07@gmail.com)

Contact No. (0063) 929 467 8173

**Roanna Len P. Gulapa-Padolina**

**APAC Customer Services, Inc. – MEDCO Support**

*Workforce Manager*

Email: [roannelgp@gmail.com](mailto:roannelgp@gmail.com); [roanne\\_padolina@uhc.com](mailto:roanne_padolina@uhc.com)

Tel. No. (0063) 998 547 6217