



**MARIA THERESA PADILLA**  
PERSONAL CARE AIDE / CAREGIVER

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## PROFILE

Certified home health Aide with a wide range of medical care skills applicable to public and private healthcare environments.

## PERSONAL

**Age:** 39 years old

**Date of Birth:** February 3, 1983

**Nationality:** Filipino

**Languages:** English, Filipino, Nihongo

## CONTACT

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**Mob:** +639693074695

**Address:** Block 14 Lot 1 SambaVille  
Antipolo City, Philippines

## EXPERIENCE

### HEALTH CARE WORKER / CAREGIVER HOHOEMI GROUP HOME (NAGOYA, JAPAN)

MARCH 31, 2019 – JULY 6, 2022

- Manages schedules, organizes home care functions as per daily operations. Managing medication. Serves meals to clients in the dining room or apartments and may assist in preparing meals following preplanned menus. Providing care across variety of settings including group homes and day service programs. Assist clients with activities of daily living. Including bathing, dressing, grooming, transferring and getting to and from activities and meals according to the individual service plan. Maintains a clean, safe, and orderly environment for the clients - performs general housekeeping; and follows cleaning schedules: laundry, bedrooms, dining area, living space, bathrooms, kitchen, and other areas. Encourages teamwork through cooperative interactions with co-workers. Follows proper procedures in emergency situations and responds promptly and positively to resident requests for assistance.

### HOTEL HOUSEKEEPER

### GATE TOWER HOTEL / KEIHAN HOTEL (NAGOYA, JAPAN)

MAY 5, 2021 – JUNE 3, 2022

- Performs cleaning duties in all guest areas and back of house. Consistently offers professional, friendly, and engaging service. Ensures housekeeping departmental standards are followed. Responds timely to guests' special requests for miscellaneous items like cribs, extra towels, and any toiletries. Maintains inventory of necessary supplies. Reports necessary maintenance items. Follows departmental policies and procedures. Follows all safety and sanitation policies. Assists other departments when needed to ensure optimum service to guests. Performs additional duties as needed.

## ACTIVITIES AND INTERESTS

Basketball • Travelling • Hiking •  
Reading • Photography • Cooking •  
Dancing

## KEY SKILLS & CHARACTER

Strong interpersonal &  
communication skills • MS Office  
Suite • WPM: 90 • Ability to work  
collaboratively as part of a team •  
Problem Solving • Leadership •  
Meticulous attention to detail •  
Excellent Organizational skills •  
Poised under pressure

## CHARACTER REFERENCES

• **Mariel Sheerin Banares**  
**Operations Manager, Business Group**  
Process Synergy Inc. (San Miguel  
Corp)  
Mob: +639067322312

• **Yuko Hayakawa**  
**Director**  
Hohoemi Group Home  
(Nagoya Shi Minato-ku Rokkenya  
1022 Banchi, Japan)  
Mob: +81523018980

## CUSTOMER INTERACTION ASSOCIATE

PROCESS SYNERGY INC. (SAN MIGUEL CORPORATION)

2011 – 2018

- Provides consistent high-quality service to customers, business partners and individuals by ensuring accurate and efficient handling of inbound and outbound interactions through any of the available channels (phone, SMS, fax, email, letters) involving the main business processes using SAP SYSTEM. Handles customer feedback (inquiries and complaints) received through inbound calls, SMS feedback from motorists and emails from website regarding products and services (non-cards and cards related issues) applying the necessary customer handling skills to appease/pacify the complainant. Marketing processes involving campaign/trade promotion executions, lead generation and surveys; Sales processes which include inbound/outbound telesales, opportunity, inquiry and sales order management. Service processes that encompass complaints management, responsible in documenting account escalations regarding service station equipment, building structures as well as signages. Prime in generating sales orders for key accounts.

## EDUCATION

### NIHONGO

NAGOYA INTERNATIONAL FOREIGN LANGUAGE SCHOOL  
NAGOYA CITY, AICHI JAPAN  
2019 - 2021

### CAREGIVER

UNITED HUMAN DEVELOPMENT CENTER  
COGEO, ANTIPOLO CITY, PHILIPPINES  
2005

### BACHELOR OF SCIENCE IN COMMERCE MAJOR IN MANAGEMENT

TECHNOLOGICAL INSTITUTE OF THE PHILIPPINES  
AURORA BOULEVARD, CUBAO QUEZON CITY, PHILIPPINES  
2001 – 2004

### BSBA MAJOR IN COMPUTER MANAGEMENT

METRO DATA COMPUTER COLLEGE  
CUBAO QUEZON CITY, PHILIPPINES  
2000 -2001

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## ACHIEVEMENTS

- JAPANESE LANGUAGE PROFICIENCY TEST (JLPT) N4 PASSER

**Examination date:** December 6, 2020

- NURSING CARE SKILLS EVALUATION TEST (ENGLISH) PASSED WITH 72% SCORE.

**Examination date:** July 1, 2022

- NURSING CARE JAPANESE LANGUAGE EVALUATION TEST (ENGLISH) PASSED WITH 73% SCORE.

**Examination date:** July 1, 2022

- TEST OF PRACTICAL JAPANESE TEST LEVEL E (ASSOCIATION FOR TESTING JAPANESE PROFICIENCY)

**Examination date:** November 25, 2020

*I HEREBY CERTIFY THAT THE STATEMENT, DATA, INFORMATION AND DOCUMENTS STATED AND ATTACHED HEREIN ARE THE FACTUAL TRUTH TO THE BEST OF MY KNOWLEDGE.*

**Maria Theresa N. Padilla**

**Applicant's  
Signature**