

Rosa Fatima Uy

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Personal information

DATE OF BIRTH: 18/09/1988

NATIONALITY: Philippines

Gender: Female

Marital status: Married

Objective

1. Driven medical over the phone interpreter with strong expertise in English – Tagalog language.
2. To pursue professional advancement as a dedicated specialist with excellent customer service skills and extensive knowledge of marketing, sales and technical support in medical field machines and consumables.

Education

BACHELORS IN NURSING | MAY 2009 | COLEGIO SAN AGUSTIN-BACOLOD

- Major: Nursing
- Minor: Nursing associate
- Related coursework: Homecare Nurse, General Nurse

HIGHSCHOOL | 4 APRIL 2005 | JULIO LEDESMA NATIONAL HIGHSCHOOL

- Major: Highschool

Skills & Abilities

Language spoken: English, Tagalog, Cebuano, Ilonggo/Hiligaynon

MANAGEMENT

Proper planning for daily work execution

Task delegation

Managing self to finish work on time.

INTERPERSONAL SKILLS:

- Pick up cues from participants regarding level of understanding/ need for clarification
- Projects positive attitude to ensure positive experience
- Ability to work with diverse population from various economical backgrounds and age group

Experience

Freelance OPI/ VRI Medical Interpreter | Voyce | 1 February 2023

- Provide accurate interpretation and translation of critical medical information
- Service Telehealth, Doxy and Home visits with the client to LEP

Freelance OPI/ VRI Medical Interpreter | Globo | 3 September 2022

- Service Medical, Legal and insurance calls
- Provide accurate interpretation and translation of critical medical information
- Assists in translating medical text from English on behalf of internal and external customers; may translate patient education information as specifically requested.
- Establishes and maintains quality service and positive interaction with all patients, customers, visitors, health care providers, and clinical employees.
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Tagalog – English Interpreter | DB Group Business Solution (Language Link) | 18 November 2021 – present

- Ability to interpret consecutively a conversation in 2 languages without addition, omission or change of meaning
- Experienced in medical, and legal interpretation – Tagalog / English – US based client
- HIPAA trained
- Effectively facilitate communication using both source and target language, cultural medication and knowledge about accessibility.
- Adheres to federal and state laws regarding medical interpreting as well as system and department policies.
- Maintain patient confidentiality.
- Abides national standards of practice such as HIPAA

SALES EXECUTIVE/ PRODUCT SPECIALIST | CYTOMED MIDDLE EAST LLC | 11 MARCH 2014 – 16 MAY 2017

- Accountable for sales of Hologic (women's health machine) and Ebiox (Hospital/clinical disinfectants)
- In charge for technical support, equipment installation, training of End users (e.i Gyne doctors, OT staff, ICN nurse and or orderlies)
- Maintain vertical growth for existing customers and horizontal growth for new customers.

HEMOCARE / PRIVATE NURSE | AL TAMAYUZ MEDICAL SERVICES | 10 OCTOBER 2013 – 5 MARCH 2014

- Registered nurse whose commitment is to ensure quality care for patients in Homecare settings

CUSTOMER / TECHNICAL SERVICE REPRESENTATIVE -BPO | CONVERGYS CEBU PHILIPPINES| 5 NOVEMBER 2012 –22 APRIL 2013

- Aids with customers based in UK for their online purchases (Amazon.UK)–delivery, status, account information, issue resolution and or other related concerns towards their order.

CUSTOMER / TECHNICAL SERVICE REPRESENTATIVE -BPO | TELETECH DUMAGUETE PHILIPPINES| 5 APRIL 2012 – 10 OCTOBER 2012

- Provide over the phone assistance for customers based in USA with their TV, internet and phone services.

REGISTERED NURSE | VICENTE GUSTILO DISTRICT HOSPITAL -ESCALANTE CITY PHILIPPINES| 14 FEBRUARY 2011 – 15 FEBRUARY 2012

- Staff nurse assigned in Medical, surgical, OB/ Pediatric ward and Emergency Room.
- Render nursing procedure
- Administer Oral and parenteral medication
- Proper charting and documentation

- **Training and certificates**

- · Product training by manufacturer– Hologic & Ebiox ·
- Microsoft 360
 - Personal development program
 - Medical transcriptionist
- · Customer service training ·
- Associate Nurse

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