



Katherine D. Pregonta

CONTACT

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Filipino

SKILLS

- Real-time CCTV monitoring
- Calm under pressure
- Excellent Communication
- Planning and Coordination
- Organization and Time Management
- Problem-Solving
- Data Entry
- Multitasking Abilities
- Flexible and Adaptable
- Meal and feeding support
- Vital signs recording
- Routine exercises
- Meals assistance

I hereby declare that the above details are correct to the best of my knowledge and belief. I would be grateful if you could revert me any opportunities as per my profile.

PROFESSIONAL SUMMARY

Highly motivated and committed Medical Assistant with proven history of superior performance at individual, team and organizational levels. Multitasks and prioritizes workloads with little or no supervision. Detail-oriented professional looking to bring medical background and team-building skills to deadline-driven environment. Detail-oriented team player with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy.

WORK HISTORY

Control Room Operator /Admin/HR 02/2019 - 05/2023
Secure Parking, Shams Boutik Mall, Abu Dhabi

- Update Attendance in daily basis to be sent to Payroll Team every cut offs
- Coordinate with HR for the leave entry, payroll discrepancies, releasing of passport and employee issue on site
- Finger print (biometric) registration for new staffs
- Coordinates with the cashier/CPA and supervisors, Valet Supervisors and Manager for smooth daily parking operations
- Answering of Intercom and assist customer's inquiries
- Receives application forms attached with the requirements (EID, License, Car Registration and tenancy contract copy) for new paid membership and Programming of parking Access Card for Customers
- Prepare invoices for paid parking members
- Prepare purchase requisition for site use
- Checking in the system if all Entry and Exit is working properly
- Sending parking operation reports on daily and monthly basis
- Answering telephone, mobile company phone and sending email for any customer inquiries
- Arranging/assisting training in Tawjeeh for Labour Contract for the employees
- Watching for the irregular or unusual conditions happening in all exits and entry points of the parking and in all payment machines, making sure customer issues are addressed real-time
- Investigate and prepare records on accident, incident
- Maintain written logs as required by ISO
- Provide assistance to customer renewing their membership, visitor inquiring about membership we offer, customer/residents who are having issues with their membership or access to the parking
- Do all necessary administrative work at site
- Coordinating for the suppliers regarding purchasing and delivery's
- Preparing the document for renewal of DOT.
- Raised the technical issue and do follow up on it.
- Make sure all the entry and exit are working smoothly with no issue. Assisting the customer where they can see the place where they park.

- Collecting the complete documents before proceeding with the activation of access card.
- Deactivating or validating the access card as per the instructions.

Caregiver/Certified Nursing Assistant

CNA CAREGIVER CPR & BLS, Al Amana Homecare

- Devoted caregiver, providing exemplary service to individuals in a residential care environment with respect and consideration
- Expert in monitoring client behaviors and encouraging participation in healthy activities as noted with care plan
- Certificates, Qualification:
- Assist with the bed ridden patient with the daily routine
- Worked with senior patients and families to develop future plans and discuss care actions
- Assisted with the medications, dressing changes and transferring patient from bed to wheel chair
- Feeding using the NGT/PEG, giving toiletries assistance, mobility and bed making
- Ensuring the services users comfort for all times
- Able to monitor the Vital signs, Pulse rate, respiratory rate, temperature, blood pressure, O2sat and sugar level
- Being independent, detail oriented, written communication and compassionate
- Kept facility stocked with necessary supplies, equipment and instruments.
- Cleaned and organised patients' living quarters.
- Assisted in daily personal care routines for improved patient wellbeing.
- Administered medication and kept comprehensive records.
- Managed diverse daily wellbeing duties, from activity planning to mobility support.
- Offered compassionate physical and emotional support to patients, enhancing overall health and wellbeing.
- Maintained wheelchairs, walking frames, and hearing aids.
- Improved resident comfort by providing pleasant companionship and stimulating conversation.
- Coordinated movement routines for patients according to individual physical requirements.
- Assisted patients with daily personal, hygiene and incontinence care.
- Helped patients to take medication as prescribed by medical professionals.
- Delivered compassionate care in residential homes, community settings, and homes of service users.
- Provided patients with opportunities for social activities, maintaining well-rounded care offerings and enhancing mental wellbeing.

Cashier

05/2017 - 01/2019

Secure Parking, World Trade Center, Abu Dhabi

- Welcoming customers, answering their questions, and informing them about the Rules and Regulation inside the Parking
- Assisting customers in validating their parking tickets and received cash or credit card payment from them
- Balancing the cash register and generating reports for credit and debit sales
- Accepting payments and ensuring parking tariff are accurate and providing a receipt to every customer
- Inform Supervisor and Control Room Operator if there is any Accident or Incident inside the parking.

Customer Service Assistant

07/2015 – 08/2016

PUREGOLD, Camilmil Capalan – Philippines

- Greet customers warmly and ascertain problem or reason for calling
- Assist with placement of orders, refunds, or exchanges
- Keep records of customer interactions, process customer accounts and file documents
- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution
- Suggest solutions when a product malfunctions.

Cashier/ Cocktail Server

01/2013 – 03/2015

NEW PENINSULA HOTEL – Dubai, United Arab Emirates

- A gracious, friendly, patient and helpful attitude towards guests
- Ability to multi-task and work in a very busy environment
- Serving with a large section quickly and efficiently
- Communicating orders clearly with the bar staff and kitchen
- Delivering drinks and food
- Knowledge of cocktails, wine, and beer

EDUCATION**Caregiver Professional 2021 Abu Dhabi****Filipino Institute** – Hamdan Street**AIT, 2008****MINSCAT Calapan City Oriental Mindoro****Diploma of Higher Education: AIT, 2006****Polytechnic college of Calapan** – Oriental Mindoro