

Catherine S. Garcia

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P r o f e s s i o n a l S u m m a r y

Bringing over 15 years of professional experience. Focused on the application of technology to a wide range of industries, including healthcare, financial services and customer services. Support, quality assurance, content moderation and other functions of the company. Client relations. Skilled in appointment scheduling, patient coordination, executive support, compliance. The specific activities that the organization could undertake to monitor their performance, improve their processes and coach their teams are numerous. Recognized for strong organizational skills and results-driven.

Core Competencies

- Operations & Executive Specialist
- AI Support Specialist
- Executive Assistance
- Customer Success Specialist
- Quality Assurance
- Social Media Compliance
- Administrative Support
- Calendar Management Team
- Coaching & SME
- Healthcare Specialist

PROFESSIONAL EXPERIENCE

USHS | Virtual Assistant

January 2025 – December 2025

- Scheduled and confirmed appointments while maintaining accurate records and follow-up activities.
- Lead generation and client outreach efforts were performed by me. Also, I assisted with operational reporting and data analysis to improve the workflow of the company.
- Monitored and moderated social media content to ensure compliance with company standards.
- Conducted quality assurance reviews and provided coaching recommendations.
- Supported the operations of executives by performing tasks such as tracking action items, preparing reports for them and managing confidential information for them. Also coordinated communications between the executives' clients and team members.
- The second type of information that can be gathered about a company is information about its members and leadership.

Foundever | Healthcare Dispatcher

November 2023 – June 2024

- Coordinated patient appointments and healthcare services scheduling.
- Dispatched healthcare professionals to patients based on their medical needs and the location of the patients.
- Communicated appointment updates, cancellations and service information to patients.
- Escalated urgent concerns to nurses and clinical staff according to established processes.
- Maintained accurate patient records and documentation.
- Collaborated with healthcare teams to ensure timely patient care delivery.

Cognizant | Senior Process Executive – Google Waze Ads

April 2023 – September 2023

- Coordinated campaign implementation with sales and client teams.
- Monitored project timelines and ensured campaign readiness.
- Maintained communication with stakeholders through email and reporting.
- Assisted with project tracking and operational updates.

Wells Fargo

May 2015 – April 2023

Banker Coach / SME, Customer Success Specialist II

Customer Premier Specialist II

Consumer Success Specialist I

- Provided exceptional customer support for banking products and services.
- Assisted clients with account inquiries, online banking concerns, fraud claims, and dispute resolution.
- Coached and trained new team members on banking procedures, quality standards, and customer experience expectations.
- Monitored performance metrics and provided feedback to improve service quality.
- Ensured compliance with banking regulations and internal policies.
- Collaborated with management to support operational goals and customer satisfaction initiatives.

Manulife- Financial Advisor

Nov 22, 2013 to Sept 22, 2014

Manulife Financial Corporation

- Provided exceptional customer support for banking products and services.
- Assisted clients with policy selection, updates, and claims support.

Emerson Network Power - CSR, Shared Services

July 3, 2012 to October 30, 2013

- Handle calls from Philippines, Australia, Singapore, and Malaysia regarding AC services and UPS (Power) faulty equipment.
- Updating Engineers regarding faulty equipment and providing site information for the said service.
- Sending monthly and weekly email reports as per Operations.
- Acknowledging customer concerns and calls the attention of assigned Administrative department if/ when needed.
- Escalating weekly and monthly reports for different market unit based from the Philippines, Australia, Singapore and Malaysia.

Outblaze Asia Pacific | Cartoon Network - Content Moderator

March 29, 2009 to May 31, 2011

- Handles and monitor Cartoon Network website in US and Asia.
- Provide a 2-3 week training, by means of assisting and guiding trainees regarding the said product (rules, terms and orientation, etc.).
- Suspend and retrieve CN user depending on their violation.
- Send weekly and monthly report to CN client in U.S. and Asia.
- Keep track of moderation and pre-moderation pages for CN forum online. Testing new games such as Tom and Jerry, Ben10, Chowder, before approval of its launching date.
- Creating new set of training manual and providing available schedule for trainees.
- Conduct a training assessment and submit the forms to the HR and Admin team before end date.

Acquire Asia Pacific, Inc - C.S.R.

April 2008 to August 2008

- Providing DSL and broadband packages to costumers in Australia.
- Ensures to provide quality and quantity calls; be globally competitive and update costumers regarding a new product (mobile phone, plan packages and promos).
- Encouraging customers to sign up on a mobile plan service.

Saudi Medical Journal-Desktop Publisher

Medical Office Staff

November 2007

- Proofread, edited, and formatted medical journals, manuscripts, and correspondence for accuracy and publication standards
- Performed medical document typesetting and editorial support for journal production
- Managed and updated author/subscriber mailing lists and distribution databases.
- Handled administrative support including phone coverage, message routing, and correspondence handling.
- Assisted in symposiums and seminars, supporting staff with materials, handouts, and coordination needs.
- Prepared weekly and monthly reports for editorial leadership and board members.
- Distributed journals, updates, and subscription materials to authors and registered members.

**Kingdom Hospital- Medical Secretary/Transcriptionist,
Imaging Dept.**

Aug 2006 to Nov 2006

- Transcribing Physician's report regarding the patient's condition.
- Preparing Physician's power-point presentation of case report and other clinical information regarding health-awareness month, etc.
- Booking patient appointment and gathering contact information for follow-up and reminders.
- Guiding walk-in patients to desired room if or when it is needed or requested (female patients).

**King Abdulaziz Medical City - Medical Admin Staff,
Oncology Dept.**

April 2006 to July 2006

- Preparing the Director's schedule for seminar and other medical activities.
- Submits weekly and monthly case reports. Updating the Director's medical license before end date.
- Preparing the Director's case presentation. Sending emails and updates to Board members and medical staff regarding seminars, conference and other related engagements.
- Coordinating with other department for updates and other queries. Submitting summary case report to desired Physician and Hospital Director.
- Providing medical copies and other related articles to concerned staff and board members.
- Encoded and tracked physician residence records and assessment forms, and coordinated physician visits and accommodations with the Admin and Housekeeping Supervisor to ensure proper scheduling and lodging arrangements.

**Saudi Medical Journal - Medical Clerk, Typist, Receptionist
(Summer Job)**

Oct 10, 2000 to Nov 18, 2000

- Maintaining an up-to-date of mailing list of authors and subscribers.
- Typesetting the manuscripts and checking all the articles, references, figures, etc.
- Data-entry of Saudi Medical Journal subscribers and Neuroscience Journal subscribers.
- Attending symposiums and coordinating with medical staff, assisting with letters for distribution to speakers and attendees.
- Receive and distributes all incoming and outgoing mails daily.
- Daily routine in organizing office work. Sending manuscript approval through fax (Local and International fax).

OPM SANG Child Development Center, Riyadh K.S.A.

Teacher's Aide

(Summer Job)

March 1997

- Manages assigned responsibilities with competence and works with children to develop appropriate verbal communication skills.
- Maintains classroom cleanliness and orderliness.
- Openly supports the policies and guidelines of the teacher and school director.
- Preparing said activities for the children.
- Sending end-of-day reports.

Workshops and Seminars Attended

July 2026 : KANZ AI Training Hackathon

Successfully completed an intensive AI training program and designed, built, and presented an original AI-powered application, ExecutiveOS, leveraging AI-assisted development tools to create a digital executive support solution.

March 2007 : The Cochrane Library The Best Single Source of Evidence about the Effects of Healthcare One-Day Systematic Review Workshop Riyadh Military Hospital, K.S.A.

Sept 27, 1996 : IPSR Toastmaster's International Leadership Training, Seminar Workshop I PSR, K.S.A.

Educational Attainment

June 1998 to April 2003

Emilio Aguinaldo College, Manila B.S. Biology Graduate.

June 1993 to April 1998

International Philippine School in Riyadh, Kingdom of Saudi Arabia High School Graduate

June 1987 to April 1993

Philippine Embassy School in Riyadh, Kingdom of Saudi Arabia Elementary Graduate

R E F E R E N C E S

- **Sheena Kristine Artugue**

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- **Mike Bolaton**

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- **Terence Fausto Associate**

Google Waze Ad Ops Trainer, Cognizant

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- **Leony Mahabague**

Customer Success Specialist – Retail Services (Dillard's)

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