



## PROFILE

Bagacay, Dumaguete City, Philippines

## CONTACT

PHONE:  
+63935-824-1100

EMAIL:  
maureenlaingo@gmail.com

## OBJECTIVES

To land a job that enables me to share my knowledge and gain new experiences outside my scope of expertise.

# MAUREEN JUNIFER LAINGO

## EDUCATION

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Vocational Courses:

**Lifeline Caregiver**

May 2014 – May 2015

Lifeline Medical & Allied Services, Incorporated

National Certificate II - Caregiving

**Tech-Synergy Transcription Philippines**

March 2016 – May 2016

National Certificate II – Medical Transcription

Baccalaureate Course:

**Silliman University**

June 2005 – March 2010

Bachelor of Music major in Music Education

Elementary and Secondary:

**Catherina Cittadini (SL) School**

June 1993-March 2005

Calindagan, Dumaguete City

## WORK EXPERIENCE

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**ECE Consulting Groups, Inc.**

**Phone, Chat and Email Support Specialist**

**November 2018 – June 2022**

- Knowledgeable in Shopify, Zendesk, Shipbob, Magento, CSB, Zoho, Slack, Confluence
- Answers phone calls, email and chat for orders, return/refund, warranty and tech support concerns
- Knowledgeable in Microsoft Office
- Knowledgeable in Google Workspace Applications
- Process returns, refund, warranty and gift cards using Shipbob and Shopify

**Sto Nino Children's Home Foundation, Inc.**  
**Finance Officer/Administrative Assistant**  
**May 2019 – July 2022 (Project-based)**

- Monitor financial cash flows and donations from benefactors and other private sectors that help our children with disabilities
- Daily, weekly and monthly financial and overall run on the orphanage
- Process payrolls and weekly food/bills, etc.. budget
- Process government documents for license renewal
- Counsel children when need be

**Tech-Synergy Transcription Philippines**  
**Medical Transcriptionist**  
**March 2014 – April 2019**

- *Transcribe doctors' orders*
- *Transcribe doctor's findings from the patients*
- *Edit and Proofread audio files and encoded files for quality*
- Tools used: Express Scribe, Microsoft Office

**SureCare Home Health Services Corporation**  
**Clinical & Office Assistant Manager**  
**April 2017 – October 2018 (Project-Based)**

- *Check daily records for patient's chart*
- *Arrange schedule for caregivers to be assigned in the hospital or patient's home*
- *Answer client's call and requests*
- *Organizing hospital equipment rentals*
- *Payroll Specialist*
- *Process government papers*

**Catherina Cittadini (SL) School**  
**Teacher (Primary and Secondary)**  
**May 2011 – May 2014**

- *Teaches students in Music, Arts, Physical Education and Health*
- *Teaches Basic English and Grammar*

*Help and let students learn on the lessons as well as applying it in real life*

## SKILLS

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- Knowledgeable in Microsoft Office
- Knowledgeable in Google Workspace Applications
- Knowledgeable Shopify, Zendesk, Shipbob, Magento, Slack, Zoho, CSB, Stella, PowerBI, Confluence
- Knowledgeable in phone, email and chat support for orders, return/refund, warranty and gift card
- Transcription / Encoding (Express Scribe)
- Knowledgeable in handling finances and budgeting
- Teaching basic English grammar
- Knowledgeable in elderly and child care
- Knowledgeable in payroll accounts
- Knowledgeable in government benefits

## CHARACTER REFERENCE

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Mrs. Rizza Abringe

School Registrar/ Guidance Counselor  
Catherina Cittadini (SL) School  
Calindagan, Dumaguete City  
(035) 225 0399

Mrs. Maria Ann Atillo

Executive Director  
Lifeline Medical & Allied Services, Incorporated  
Real-Pinili Street, Dumaguete City  
(035) 422 6084

Ms. Elfe Salmorin

Team Leader  
Tech-Synergy Inc.  
2<sup>nd</sup> Floor, Villegas Building  
Colon Streetm Dumaguete City  
+63926 692 6343

Ms. Xy-za Hope Villaruz

Officer-in-Charge  
SureCare Home Health Services Corporation  
Ipil, Daro, Dumaguete City  
+63927 144 5595

Candice Kate Doble  
Human Resource Officer  
ECE Consulting Groups, Inc.  
Dumaguete City  
+63918 452 6688

Marisa Cainta  
Officer-In-Charge  
Sto Nino Children's Home Foundation  
Calindagan. Dumaguete City  
+63951 768 8974