**ELAINE**

**CONTACT IN UAE: C/o 0505891826**

**E-MAIL:** [**Elaine.292794@2freemail.com**](mailto:Elaine.292794@2freemail.com)

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| **CAREER OBJECTIVE** |

To obtain permanent employment status and have the opportunity to use my knowledge and skills to establish harmonious relationship with other employees and most of all, to participate and part in the growth of the company. Active and effective team player with proven ability to effectively manage given task properly. Self-starter, strong and independent worker. Highly adaptable to ever changing circumstances.

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| **EMPLOYMENT BACKGROUND** |

**Switchboard Telephone Operator**

**Advanced Center for Day Care Surgery**

**Abu Dhabi United Arab Emirates**

**Dec.1, 2013- present**

* Identifying the callers/patients and validating insurance eligibility of service  
  provided
* Using an electronic Patient Management System for management(PMS) and  
  documentation
* Recognizing medical emergencies and following medical escalation criteria
* Forwarding medical calls to the medical team, Arranging times for return calls by the medical team
* Responsible for delivering results for Key Performance Indicators (KPIs) as  
  established by the direct line manager or Centre’s management team
* Operate PBX (Private Branch Exchange) switchboards to facilitate connections

**Receptionist (Baypointe Hospital and Medical Center)**

**Subic Bay Freeport Zone**

**PHILIPPINES**

**February 10, 2010 to November 25, 2010**

* Welcomes patients and visitors by greeting patients and visitors, in person or on the telephone; answering or referring inquiries.
* Optimizes patients' satisfaction, provider time, and treatment room utilization by scheduling appointments in person or by telephone.
* Comforts patients by anticipating patients' anxieties; answering patients' questions; maintaining the reception area.
* Protects patients' rights by maintaining confidentiality of personal and financial information.
* Maintains operations by following policies and procedures; reporting needed changes.
* Contributes to team effort by accomplishing related results as needed.

**Production Operator (Wistron Info.Comm Phils. Corporation)**

**Subic Bay Freeport Zone**

**PHILIPPINES**

**June 15, 2009 to December 15, 2009**

* Production capacity and quality.
* Repair and clean the equipment when needed.
* Work under the guidance of Supervisor to perform & complete the assigned duties In timely manner
* Follow safety procedures and company policies for equipment operation.
* Maintain the work area clean, safe and organized.
* Identify and report unsafe operations to Supervisor immediately

**Restaurant team member-cashier**

KENTUCKY FRIED CHICKEN (KFC)

PHILIPPINES

June 16, 2006 - Dec.16, 2006

* Greet guests to make them feel comfortable and welcome
* Take guests’ food orders and handle cash and credit transactions
* safety/security to ensure the safety of all team members during each shift
* Serve food to guests in a courteous and timely manner
* Quickly and accurately prepare food items including prep, noodles, salads, soups, sandwiches
* Check food quality and food temperatures throughout the day to ensure that food is fresh and safe to serve
* Follow sanitation and safety procedures including knife handling and kitchen equipment
* Effectively handle guest concerns and complaints
* Maintains regular and consistent attendance and punctuality
* Contributes to a positive team environment

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| **EDUCATIONAL BACKGROUND** |

College Comteq Computers and Business College

Subic Bay Freeport Zone,

Zambales, Philippines

2003-2005

Course 2yrs. Computer Secretarial

Vocational Subic Bay College Inc.

(6 Months Live-In Caregiver) Anonas St. West Bajac- Bajac

Olongapo City,

Zambales, Philippines

2006-2007

**CERTIFICATION:** STANDARD PHONE ETIQUETTE SKILLS TECHNIQUES

Advanced Center for Daycare Surgery, Abu Dhabi, UAE June 09, 2016

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| **SUMMARY OF EXPERIENCE** |

* Problem solving.
* Can work under pressure.
* Art of dealing with customers.
* Presentable with excellent English communication and strong computer skills
* Knowledgeable Basic Arabic language
* Maintain records and files and hand ling secretarial work.

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| **PERSONAL DATA** |

Date of Birth : April 06, 1985

Place of Birth : Butuan City, Agusan Del Norte

Civil Status : Single

Citizenship : Filipino

Language : English, Filipino, Arabic (basic)

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| **ORGANIZATION AND ADMINISTRATION SKILLS** |

* Proven ability to work as effective team member.
* Able to understand and interpret guidelines, policies and directions.
* Ability to analyze, assesses, and review action to achieve desired results.
* Knowledgeable in MS OFFICE

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| **REFERENCES** |

*References are available upon request.*