**Mary Joy C. Volivar - Calvelo**

**OBJECTIVE**

* To be a part of an organization that renders quality service to the customers and assure their fulfillment in order to obtain their respect and patronage. And do my own share in strengthening your industry status through in my depth knowledge on the career I am practicing coupled with the experiences I had.

**WORK EXPERIENCE**

**Dubai U.A.E**

Position: Receptionist cum Secretary and Therapist

Period: December 2014-July 31, 2016

Job Description / Responsibilities:

* Greeting guests with direct eye contact and a smile, welcoming them to SUAD LUTFI WELLNESS SPA
* Answer telephones calls and provide proper response & information to callers, appointment booking, answering customers queries, take and relay messages.
* Receive payments for goods and services and properly account for all transactions and monies. Reconcile daily sales, deposits and receipts as outlined in Standard Operating Procedures and Protocols
* Assist patients to complete all necessary forms and documentation including medical insurance
* Ensure patient information is accurate including billing information
* In charge of cash and credit card charges
* Making sales report every end of the day
* Giving tours of the spa facility
* Notifying staff members of any customer cancellations or the arrival of any unscheduled visitors.
* Opening and distributing mail, filing, data entry, data encoding and the preparation of letters and documents
* Maintain facility by checking equipment, refreshing linen, light cleaning, maintain retail inventory on display
* Doing Facial and Meso Therapy for the Face and Meso for hair.
* Arrange meetings, and travel reservations for office personnel.
* Complete forms in accordance with company procedures.
* Maintain scheduling and event calendars.
* Schedule and confirm appointments for clients, customers, or management
* Checking people's hours, Making the monthly payments on time (payroll) and calculating overtime.

**Intellicare Asalus Corporation – Manila Philippines**

Position: Field Customer Service (Clinic Receptionist at Aventus Medical Care)

Period: July 2013 - October 2014

Job Description / Responsibilities:

* Welcome and greeted patient, determine nature of business, and direct visitors to suitable employee
* Scheduled and confirmed patient appointments
* Performed data entry into the Intellicare Software System
* Responded to patient grievances
* Maintained confidential files and records
* Receive, sort, and route mail
* Answer incoming telephone calls; operate online approval of member’s availment.
* Answers query of members regarding their plan benefits
* Order, receive, and maintain office supplies
* Escorted them to correct destinations; offices, rooms or meeting rooms.
* Performed general secretarial duties, including – meeting scheduling, faxing and mailing.
* Maintained a neat, tidy and pleasant appearance of the reception area.

Position: Customer Service Specialist

Period: July 2011 - June 2013

Job Description / Responsibilities:

* Attends to the customer’s diverse needs by giving reliable and timely information in every call-based transaction (be it an inquiry or coverage approval)
* Persistently maintains a positive and professional service image in the face of various scenarios
* Handling availment (consultations, laboratory inquiry / request and approval)
* Handling complaints of insurance members.
* Documents all calls received in the Call Inquiry Console according to the logging procedures.
* Processes member/provider requests within set turnaround time
* Assists new hires to be able to familiarize in the system and different contract of companies.
* Contributes ideas to the Team Leader in conducting activities that monitor and enhance work performance of the Customer Service Staff.
* Prepare daily reports regarding the calls received and the availment of insurance members.
* Handle and consult team members who received complaints from insurance members.
* Monitor the number of team members on duty. Prepares the daily roster.

**San Juan Medical Center – Manila Philippines**

Position: Private Duty Nurse

Period: September 2010 - July 2011

Job Description / Responsibilities:

* Adequate medical assessment and history is taken in collaboration with other members of the healthcare providers such as the dietician or the physician
* Day-to-day patient interaction
* Vital signs checking (changes and alterations documented)
* Administration of medications and treatments (as pre ordered by physician)
* Changes dressings, bandages and contraptions as prescribed
* Providing range of motion exercises (may be passive or active depending on the condition)
* When alterations are observed, treatments and remedies are to be performed accordingly
* Documentation of patient’s condition and pointing out significant changes, to be reported to the physician and to the families
* In case of emergency situations, application of independent emergency procedures is recommended
* Maintains optimum health and well-being of the patient

**EDUCATION**

JUNE 2006 - APRIL 2010 **SAN JUAN DE DIOS EDUCATIONAL**

**FOUNDATION**

Bachelor of Science in Nursing

College Diploma.

JUNE 2002 - MARCH 2006 **LAS PINAS NATIONAL HIGH SCHOOL**

High School Diploma.

**LICENSE**

DECEMBER 2010 **Nursing License**

Philippine Regulatory Commission

**TRAINING EXPERIENCE**

SEPTEMBER 2012 **CUSTOMER SERVICE TRAINING**

Intellicare Asalus Corp. Philippines

**SKILLS**

* Strong knowledge in medical terminology and procedures.
* Good communication skill both oral and written.
* Very effective leadership and instruction qualities
* Computer skills: Microsoft Word, Microsoft PowerPoint
* High levels of adaptability, flexibility and ability to use initiative in a wide range of job situations.

**PERSONAL INFORMATION**

* Age 26 years old
* Date of birth November 23, 1989
* Place of birth Las Pinas City Philippines
* Nationality Filipino
* Civil status Married
* Religion Roman Catholic
* Sex Female
* Language spoken Tagalog & English

**Job Seeker First Name / CV No: 1801464**

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