John

John.301920@2freemail.com

Summary

* Highly efficient Patient Administrator with experience in a wide range of administrative functions, and operational oversight to ensure exemplary customer service.
* Proficient in Microsoft Office (Word, Excel, Access, Outlook, PowerPoint) and Internet research and application.
* Direct wide range of office procedures including administration and customer service.
* Systematic able to perform job in a simple yet effective way.
* Good communication skills oral and written, fluent in English.
* Can work with minimum supervision and with good quality.
* Goal achiever and can work on a timely manner and focus on detail.
* Can work on shifting schedule.
* Professional and a good team player

Objectives

Utilize my skills and applied my knowledge I procured in the field of Industrial Engineering and Customer service. To seek career opportunity that will provide opportunity for growth, development, motivation and security. To work in a company that will provide opportunities for growth and development, enhance my skills and broaden my knowledge. Obtain a position as a team-player in a people-oriented organization where I can maximize my customer-service experience in a challenging environment to achieve the corporate goals.

Education

**BULACAN STATE UNIVERSITY**, Malolos, Bulacan

B.S. Industrial Engineering, Graduated April 2006

**SAINT ANNE’S CATHOLIC HIGHSCHOOL**, Hagonoy, Bulacan

High School, Graduated March 2001

**ELEMENTARY SCHOOL**, Hagonoy, Bulacan

Elementary, Graduated March 1997

Employment History

**AL NOOR HOSPITAL**, Al Ain

PATIENT ADMINISTRATOR, September 2008- August 2016

* Handle patient complaints and able to resolve their issue.
* Enter and update correct patient's information.
* Manages and coordinates all aspects of patient registration, scheduling, insurance verification, reception, and patient medical records.
* Maintains confidentiality and good relation between the patients.
* Ensure patients are properly asses and proper attention was given.
* Receive patients’ bills.
* Handling of patient information, processing medical documents, providing information on benefits and insurance data.
* Collect the payments and assures that all the papers of the patients are properly fixed
* Make and submit daily sales report after shift and ensures that all the cash are tallied according to the cash reports.

**Teleperformance Philippines Inc.** , Pasig , Manila

Customer Service Representative, June 2007 - March 2008

* Maintains solid customer relationships by handling inquiries quickly, accurately and with a friendly yet professional demeanor.
* Handle customer complaints and give proper solutions or alternative to resolve their issues.
* Communicate with sales staff concerning all issues pertaining to the customers programs.
* Respond to, or route to appropriate individuals
* Make recommendations according to customers’ needs on features, equipment, accessories and rate plans.

**Etelecare Global Solution** , Makati City

Sales Associate,  July 2006 - January 2007

* To provide courteous, professional, and prompt service in whatever the customer need.
* Expected to generate sales by providing outstanding customer service.
* Greeting the customer, attending to his needs and building a loyal customer base are some of the duties of a sales associate.
* Expected to be aware of any promotional offers and encourage the customer to avail discounts on the products promoted by the store.
* Providing customers with excellent service after the sale has been made. Customers may want to return or exchange an item. Ensure that the return is processed smoothly, a return receipt or acknowledgement is provided, and the customer leaves satisfied.

Professional Skills

**Proficient in Microsoft Office (Word, Excel, Access, Outlook, PowerPoint) and Internet research and application:** Advanced

Languages

**English:** Fluent

**Arabic:** Conversational

**Tagalog:** Native

Other Information

**Date Of Birth:** September 13, 1984

**Religion:** Roman Catholic

**Visa Status:** Cancelled

I hereby certify that the above information is true and correct to the best of my knowledge and belief.