**LOUINETTE JOY MONICA B. BANIAS**

# \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_PROFESSIONAL CAREER OBJECTIVE\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

A resolved individual that aspires to be a part of a stable and perpetually growing company in a challenging position with utilization of acquired knowledge and skills from previous professional experience. To surpass my current abilities and parallel my objective with the company’s Mission, Vision and Values.

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* Efficient with a team environment, and successful when working alone.
* Adapts to work modification for company advancement and self-improvement.
* Knows how to set up process and generate lots of potential solutions that commence to a solid decision making skills.
* Effective communication skills in English, oral and written
* Strong attention to detail with thorough and accurate inclinations.
* Proficient in Computer (MS Excel, Microsoft Words, PowerPoint, Adobe Photoshop & Windows)
* Licensed Nurse (Philippines)

# \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_PROFESSIONAL EXPERIENCE\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Medical Claims Processor**

NEXtCARE AGHS

January 2015 – July 2016

Eiffel 2 Building, Umm Al Sheif, Sheikh Zayed Road,

PO Box 80864, Dubai, UAE

Job Description:

* Ensure that insurance claims information is entered into the system correctly, to ensure accurate processing and timely payment.
* Ensure that provider’s fees and service items charges coincide with their existing contract price list with Nextcare.
* Ensure the accuracy of the entered data as per the existing standard steps and procedures of direct claims processing.
* Compare data on claims applications.
* Screen claim documents and process claim adjustment.
* Ensure payment Orders are properly created and forwarded accordingly for final documentation and filing.
* Ensure adaptability in various work-related tasks to be able to facilitate a multi-tasking role.
* Ensure that high quality standard of work performance is achieved at all times.
* Monitor correct application of beneficiary share accordingly on service items billed.
* Check new claims for various items, including whether the procedure is medically necessary and whether the insurance policy covers the procedure.

# Customer Service Representative

# Avatar Technologies

# October 2013 - December 2014

Golden AC Business Center, E. Lopez Street, Jaro, Iloilo City

Job Description:

* Making courtesy calls to check customers' details.
* Support and provide superior service via phones as a caller.
* Use questioning and listening skills that support effective telephone communication.
* Use an effective approach to handle special telephone tasks like call transfers, holds, interruptions and unintentional disconnects.
* Understand the impact of attitude in handling calls professionally.
* Effectively deal with job stress, angry and upset customers.
* Apply the elements of building positive rapport with different types of customers over the phone.
* Apply the proper telephone etiquette to satisfy various customer situations.
* Identify voice skills and how to enhance a good telephone presentation.

# Clinical Assistant

# Villareal Medical Clinic

# March 2012 – August 2013

# Sun Yat Sen Building, Mapa Street, Iloilo City

Job Description:

* Interview patients while recording and updating medical information and medications on the patient's chart.
* Prepares treatment rooms for examination of patients. Check and respond to patients' messages.
* Disinfect stock and shutdown exam/procedure rooms.
* Communicates with physician regarding all patient care, all changes to patient scheduling must be authorized by the physician.
* Schedule appointments.
* Documents services performed for billing purposes.
* Taking vital signs of patients.
* Recording medical histories.
* Answering phones, scheduling appointments, and handling billing and bookkeeping.

# Customer Service Agent/Ground Crew

# Cebu Pacific Air

# January 2011 - January 2012

# Iloilo Airport, Cabatuan, Iloilo

Job Description:

* To give good customer service to passengers.
* Assists travelers either through individual request or by company contract.
* Assists in multiple areas at the airport from the ticket check-in, baggage claim and the gate.
* Assists customers to make sure their travel plans are satisfactory.
* Handle inquiries in person or on the phone with problems or concerns about reservations, flight information and even lost luggage.
* Assists in checking in baggage or locating lost luggage, handles passenger assistance, seat assignments and boarding passes, assists with announcements, boarding and any delays or overbooking of flights.
* Documenting and Filing Flight Details.
* Guiding passengers to and from their airplanes.
* Assisting passengers needing special attention including the elderly and unaccompanied.

# EDUCATIONAL QUALIFICATION TRAINING EXPERIECE\_\_ \_\_\_\_\_\_\_

**Bachelor of Science in Nursing**

University of Iloilo

Iloilo City, Philippines

June 2006 – March 2010

**Intravenous Therapy Course**

Iloilo Mission Hospital, Jaro, Iloilo City

* 3 days Lecture and Seminar.
* 5 days Practicum with minimum number of intravenous therapy and blood transfusion.

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**Date of Birth:** January 02, 1989

**Age:** 27 yearsold

**Marital Status**: Single

**Citizenship:** Filipino

**Religion:** Roman Catholic

**Languages:** English, Filipino

**Job Seeker First Name / CV No: 1818810**

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