

Christina

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**Objective:**To further enhance my career by accepting new challenges wherein I can utilize my knowledge and skills gained through previous experiences.

# EMPLOYMENT HISTORY

**Patient Finance OPD Assistant**

Sheikh Khalifa Specialty Hospital, Ras Al-Khaimah,UAE

January 18, 2015 up to Present

* Registering the Patient and verifying their Insurance Coverage
* Collecting the Information required to create a claim
* Reviewing and appealing unpaid and denied claims
* Handling collections on unpaid accounts
* Managing the facility’s accounts receivable reports
* Answering Patients Billing questions
* Arranging Patients appointment with the Doctor

**Marketing Executive**

Master Top Furniture Factory, Dubai, UAE

October 08, 2012–November 20,2014

* Reporting to CEO
* Attending clients inquiry and making quotations
* Communicating and managing customer relationship
* Maintaining and updating customers database
* Organizing and attending events ( conferences , seminars and exhibition )
* Supporting sales staff by providing sales data , relaying customer service request
* Plan meeting and trade shows by identifying assembling and coordinating requirements
* Establishing contracts , developing schedule and assignments, coordinating mailing list

**Sales Executive**

Citibank Al Wasl Branch- Dubai, UAE

January 18, 2010 – Sep 28, 2012

* Initiated promotion of bank products utilizing various marketing & advertising

methods.

* Assist customers request for applying loan. LOP & CSP.
* Assisting customers in card activation & supplementary card request.
* Verifying customer identity to ensure he/she is the card holder.
* Raising request for customer's monthly statement through e-mail or paper statement.
* Preparing daily MIS.
* Informing customers for credit shield plus program.
* Ensuring customer expectations are met by maintaining NPS on high score.
* Maintain complete knowledge services and hours of operation.
* Maintain high standards of care and discretion when dealing with confidential or sensitive information
* Did various other duties as assigned. (Authorization Department)
* Calling customers for invalid pin and decline transaction.
* Updating the system for confirming the transaction if it's genuine or not. Using AFEWS system.
* Investigate all customers transaction which is suspicious.
* Blocking cards if customer is not aware of the transaction.
* EnsuringAFEWS system is being monitored all the time for any declined & invalid transactions.
* Sending daily & monthly MIS, reports & customer's feed back to the assigned managers.

**Admin cum Personal Assistant**

Inpress Advertising LLC –Dubai UAE

Sept 23, 2008 -December 20, 2009

* Act as **personal assistant**  for the Managing Director
* Act as **travel coordinator**  for Managing Director and family
* **Coordinate with P.R.O**. for company visit visa application, employment visa application , labor card renewal and labor cancellation procedures.
* Prepares employment offer contract.
* Responsible & coordinate with the insurance agency   for staff medical claims and health card application.
* Keep records and reminder for company cars and vehicles registration card, insurance matters& vehicle maintenance.
* Hotel inquiries, bookings and reservation for the guests and client events.
* Assists  telephone  administration, reception & documentation
* Arrange courier & monitor shipments.

**Receptionist**

ChalhoubGroup, Jebel Ali FZE, UAE

March, 2006 - September 2007

* Dealing with a very busy switchboard answering calls up to standards.
* Taking appropriate action regarding complaints.
* Segregating mails for the employees & distribute it to each department.
* Welcomes guests by greeting them, answering questions, responding to requests.
* Arranging schedules for the drivers for their daily deliveries of documents to customers & company branches.
* Coordinating with the Admin for monthly activities of the company.
* Maintaining records of incoming and outgoing couriers.
* Making booking for the outgoing couriers to be send to the customers in different countries.

# PROFESSIONAL PROFILE AND SKILLS

* Highly organized and dedicated, with a positive attitude
* Committed to providing excellent customer service
* Developed team building skills by constantly working in groups with other people of different background.
* Excellent interpersonal skills, telephone and office etiquette
* Able to handle multiple assignments under pressure.
* Proficient in Windows operating system, **MS-Word, Excel, PowerPoint**
* Ability to achieve immediate and long-term goals and meet operational deadlines.
* Meeting sales targets on time.

# EDUCATION:

**Degree Obtained:**

System Technology Institute (STI), Ormoc City, Philippines

Course : Diploma Information Technology Graduated: March – 2003

Training : 8th National Information Technology Convention (STI), Client Excellence Training (Citibank)

Second Course: Certified Philippines TESDA Occupational

Qualification Standards (PTOQCS) Caregiver

Graduated: March – 1998

# LANGUAGES:

# Fluent in English, Tagalog&Bisaya.

**REFERENCES** :*Will be furnished upon request*