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| **PERSONAL BACKGROUND** |

 **Age** : 31 **Birthday** : February 28, 1986**Birthplace** :Amadeo, Cavite **Religion** :Catholic

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| **STRENGTHS** |

 * 9 years experienced in Secretarial and Clerical Job.
* Confident, Friendly, Flexible, Articulate, Respectful, Proactive, Positivity

  **SKILLS*** Strong organizational, administrative and analytical skills.
* Ability to maintain confidentiality.
* Providing secretarial services such as minute taking,
* Enthusiastic, flexible and capable of working on own initiative
* An ability to work to deadlines whilst ensuring accuracy and efficiency.
* Able to work fast and also accurately.
* Computer literate, Compliance in Filing and Documentation
* Customer Service-Oriented
 |  **ROCHELLE** 🖂Rochelle.140255@2freemail.com

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| **WORK EXPERIENCE** |

* **YOUSUF ALRUSTAMANI INVESTMENT L.L.C**

Al Joud Building, Al Quoz 1 Dubai UAE***ADMINISTRATIVE ASSISTANT***1. Answer, screen and transfer inbound phone calls
2. Receive and direct visitors and clients
3. General clerical duties including photocopying, fax and mailing
4. Maintain electronic and hard copy filing system
5. Retrieve documents from filing system
6. Handle requests for information data
7. Prepare written responses to routine enquiries
8. Prepare and modify documents including correspondence, reports, drafts, memos and emails
9. Schedule and coordinate meetings, appointments and travel arrangements for managers or supervisors
10. Prepare agendas for meetings and prepare schedules
11. Record, compile, transcribe and distribute minutes of meetings
12. Open, sorts and distribute incoming correspondence
13. Assist General Accountant on Employees Payroll.
14. Assist General Accountant in the Restaurant’s Inventory.
15. Making LPO in ordering supplies from suppliers.
* **AL WEHDA MEDICAL CENTER**

Al Salam Street, New Al RayyanDoha, Qatar ***MEDICAL INSURANCE OFFICER:***1. Compile and record medical charts, reports, and correspondence using personal computer.
2. Maintain medical records, technical library and correspondence files.
3. Operate office equipment such as fax machines, and use word processing, spreadsheet, and other software applications to prepare reports, invoices, financial statements, letters, case histories and medical records.
4. Transmit correspondence and medical records by mail, e-mail, or fax.
5. Perform bookkeeping duties, such as credits and collections, preparing and sending financial statements and bills, and keeping financial records.
6. Complete insurance and other claim forms.
7. Responded to common questions concerning the practice, health insurance coverage and billing procedures
8. Verified patient eligibility
9. Screened mail
* **MV SANTIAGO MEDICAL CENTER**

Brgy. De Ocampo, Trece Martires City, CaviteWebsite: www.mvsantiago.com ***ADMINISTRATIVE OFFICER /ADMINISTRATIVE SECRETARY:***1. Coordinate special projects and events, office activities and committee meetings of the VP for Administrative Affairs.
2. Maintain calendar, schedules and appointments of the VP for Administrative Affairs.
3. Make travel and accommodation arrangements of the VP for Administrative Affairs when necessary.
4. Use personal computer to prepare manuscripts, grant proposals, statistical reports, tables and charts using knowledge of scientific, medical literary or other technical terms.
5. Maintain files of the Office of the Administrative Affairs.
6. Locate and comply information and formats, graphs, tables, records and other sources of information.
7. Type routine correspondence and reports from dictation or handwritten copy using personal computer.
8. Answer telephone, screen callers, relays messages and greets visitors of the VP for Administrative Affairs. Receive written communications for the VP for Administrative Affairs.
9. Operate office equipment when necessary.
10. Operate computer to access email, electronic calendars and other basic support software.
11. Know formal and informal departmental goals, standards, policies and procedures which may include some familiarity of other departments within the organization.
12. Carry out duties and responsibilities with limited supervision.
13. Make decisions and establishes work priorities on essentially procedure-oriented operation.
14. Exchange non-routine information using tact and persuasion as appropriate requiring good oral and written communication skills.
15. Present professionalism in physical appearance, words, thoughts and actions at all times.
16. Perform other duties and responsibilities that may be assigned by higher authority.

 ***INFORMATION OFFICER (Receptionist)***1. Answer telephone calls and inquiries regarding hospital services, clinic hours, and others tactfully.
2. Assist clients within hospital vicinity for their inquiries.
3. Register in-patients and their vital information for use as reference for visitors.
4. Update daily census.
5. Consolidate daily reports from each department to the VP for Marketing and Production.
6. Page persons when needed.
7. Assist the House Supervisor on duty for managing logistics.
8. Ensure professionalism is maintained.
9. Perform other duties that may be assigned by higher authority.

***QUALITY ASSURANCE COORDINATOR***1. Promoting quality achievement and performance improvement throughout the organization.
2. Develop, implement, communicate and maintain a quality plan to bring the hospital in Quality Systems and Policies into compliance with quality system requirements.
3. Interprets and implements quality assurance standards and procedures.
4. Establishing standards of service for customers’ satisfaction.
5. Daily monitoring performance by gathering relevant data and producing statistical reports.
6. Organize and manage quality assurance function in close cooperation with the customers.
7. Identifying relevant training needs and delivering training.
8. Review quality assurance standards (based on Benchbook Standards), studies existing policies and procedures, and interviews personnel and customers to evaluate effectiveness of quality assurance program.
9. Compiles statistical data and writes narrative reports summarizing quality assurance findings.
10. May oversee personnel engaged in quality assurance.
11. Preparing clear explanatory documents for customers’ satisfaction.
12. Collating and analysing performance data.
13. Keep the VP for Medical Affairs and Operations informed regarding the process and progress of QA findings.
14. To monitor unusual occurrences, report follow-up procedures and report daily, monthly and year to date comparisons.

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|  **EDUCATION** |

 **Bachelor of Science in Business Administration** **Major in Marketing Management** **JESUS REIGNS CHRISTIAN COLLEGE**  June 2013 (UNDERGRADUATE)  **Associate in Health Science Education** **BS NURSING (LADDERIZED)** **CAVITE STATE UNIVERSITY, MAIN CAMPUS**Class 2005 |