

**EXPERIENCED OFFICE MANAGER / PA**

**RICARDA**

Dubai, UAE

Mobile: C/o 971505891826

E-mail: [ricarda.168631@2freemail.com](mailto:ricarda.168631@2freemail.com)

**CAREER SUMMARY**

A highly inventive, flexible, innovative and enthusiastic person who possesses a considerable amount of knowledge about administrative and office procedures. A fast learner who can absorb new ideas and has experience in coordinating, planning and organizing a wide range of administrative activities. Well organized and an excellent team player with a proven ability to work proactively in a complex and busy office environment. I'm looking for an opportunity to advance in my career with a company that will allow me to develop my skills and potential.

**SKILLS AND COMPETENCIES**

General and Record Management Quality and Safety Compliance

Secretarial and Projects Administration Insurance Coordinator

Scheduling and Coordination Report Preparation and Filling

Reception and Customer Service Personnel Administration

Purchasing, Inventory Multi-tasking

Strong organizational skills Travel Coordinator

**EMPLOYMENT HISTORY**

August 2016 – November 2017 MEDICENTRES POLYCLINICS – Dubai, UAE

**Clinic Manager / Medical Insurance Coordinator**

Role:

* Constantly increase business through service and marketing initiative
* Analyzed and forecasted trends and made recommendations to management
* Create reports detailing wide range of financial statistics, maintaining data base and records
* Maintains strict confidentiality of patients related to medical records and other data
* Drive patient’s satisfaction improvements through one-on-one phone calls to follow-up on issues
* Ensure facility maintains leading local reputation for services, knowledge and satisfaction
* Schedule staff and doctors for work shifts and special events
* Researched and solved claim and billing issues
* Interfaced with insurance carriers and other healthcare providers
* Assisted patients with eligibility and benefit coverage questions
* Getting approvals for medical procedures
* Ensuring coverage of claims, guiding staff for correct use age of claim forms, approval papers
* Coordinating with insurance companies for obtaining information on new policies and their coverage
* Monthly submission and resubmission of medical claims
* Maintain clinic inventory and ordered supplies and equipment
* Managed appointments and service desks, incoming calls and billing
* Coordinate patients care through the clinic – waiting room, exam room, x-ray, etc.
* Maintain patient’s electronic medical records- update address, allergies, phone number, etc.
* Schedule patients for tests, appointments and follow up appointments

September 2013 – February 2016 GENPHARM MARKETING LLC. - Dubai, UAE

**PA &** **Office Manager**

Role:

* Managing all aspects of the Managing Partners’ schedules, agendas, meetings and events
* Maintaining diaries, taking calls and messages, preparing letters and reports
* Using a variety of software packages
* Arranging bookings for transport and accommodation internally and externally
* Implementing and maintaining procedures/administrative systems
* Liaising with staff and Managers, suppliers and clients
* Ensure the CEO is fully prepared for meetings with all necessary documentation and information
* Manage all the CEO administration including documents filing and managing databases, photocopying and expenses
* Able to be diplomatic and discrete at all times
* Performs administrative duties for executive management and head of the departments
* Ensuring visitors are greeted and welcomed warmly
* Managing and booking meeting rooms, assisting with setting up workstations
* Ordering all internal catering, managing all stationary and various company inventory
* Coordinating company events i.e. – Birthday and Farewell Celebrations, Cycle Meetings, etc.
* Responsible for overall front office activities, including the reception area and meeting rooms
* Schedule internal meetings between the department heads and senior management, as well as providing support in preparing letters, presentations and reports
* Working with the IT support team, supervising the maintenance of office equipment, including copiers, fax machine, CCTV camera, finger print access, etc.
* Maintain a tracking system on all incoming & outgoing mail and courier for the office, arranging and coordinating the expeditions of documents using local & international couriers
* Act as a “jack of all trades” for all tasks assigned by the Managing Partners

October 2011 - March 2013 Streit Group FZE - Dubai, UAE

**Office Manager**

Role:

* Responsible, organizing and coordinating office operations and procedures in order to ensure organizational effectiveness and efficiency within the Organization.
* Secretarial and office support dealing with matters that are highly confidential and sensitive.
* Organizing and maintaining diaries and making appointments
* Plans, organizes, directs, supervises and evaluates the day-to-day the office activities, ensure that documentation is correctly filed by maintaining an efficient filing system
* Assist in the planning and preparation of meetings, conferences and  
  conference telephone calls, projectors, presentations, etc.
* Directs plans and managing the day-to-day administrative affairs of the organization including office renovation and maintenance, ordering and maintaining office supplies, monitors company properties such as office equipment and vehicles.
* Create the PRF's (SAP) for the company needs (office stationery, IT equipment, marketing items, printing of business cards/catalogs/brochures, etc.) PO’s record
* Supervises and coordinates with the receptionist, security guards, drivers and office assistants
* Conduct trainings, evaluate staff performance, scheduling and coordinating driver agendas, monthly fuel/expenses reports
* Responsible for keeping safe the company vehicle keys and CEO, vehicle log books and original registration, monitoring the insurance and vehicle registration
* Responsible for bookings (flights, hotels, car renting) for management, employees and visitors
* Organize and follow up with couriers companies (FEDEX, ARAMEX, DHL, etc.)
* Support in back office activities - filing, mailings, phone calls, faxes, etc.
* Other basic/routine tasks as requested by the General Manager and Managers
* Ensure consistency and compliance with corporate rules and regulations

February 2010 – August 2011 Citiscape LLC. - Abu Dhabi, UAE

**District Coordinator**

July 2008 – January 2010 Aldar Laing O’Rourke Construction LLC. - Abu Dhabi, UAE

**Safety administrator / Emergency response coordinator**

November 2006 – June 2008 Abu Dhabi Health & Fitness Club – Abu Dhabi, UAE

**Guest relation officer**

February 2003 – September 2006 La Fontana Café – Abu Dhabi, UAE

**Clerk, Cashier, Waitress**

**EDUCATION AND QUALIFICATIONS**

2012 TUV MIDDLE EAST (Member of TUV NORD Group)

ISO 9001, ISO 14001, OHSAS 18001

2011 Centre for ISO 9000 – Abu Dhabi, UAE

ISO 9001: 2008 College 1

2009 Areef Computer Institute – Abu Dhabi, UAE

Microsoft Office & Secretarial Package

2009 Aldar Laing O’Rourke Construction LLC. – Abu Dhabi, UAE

Managing Safely IOSH / Office Safety

2008 Aldar Laing O’Rourke Construction LLC. - Abu Dhabi, UAE

Microsoft Excel 2003

2008 Abu Dhabi Country Club - Abu Dhabi, UAE

Customer Service and Time Management

2001 Ministry of Education – Brasov, Romania

Computerized Secretarial Work

1992 Ministry of Education – Brasov, Romania

Professional Civil Fire Fighter - PSI operator

1990 Transylvania Technical College – Brasov, Romania

Diploma

**PERSONAL DETAILS**

Nationality - Romanian

Marital Status - Married, no children

Visa Status – Husband Sponsorship

Others - UAE & Romanian Driving License