

Eunice Mwathi Omwenga




CAREER SUMMARY: Organized Front Desk Agent with strong interpersonal and computer skills. Background in customer service and support and accustomed to managing difficult client situations.

Dedicated and focused Front Office Receptionist who excels at prioritising, completing multiple tasks simultaneously and following through to achieve project goals. Resourceful and accomplished, with extensive office operations and personnel organisation expertise. Focuses on driving productivity by leveraging strong front office management skills, whilst maintaining strong working relationships with all team members and clients.

CAREER OBJECTIVE: To benefit a progressive company in the role of a Front Desk executive; Coming with remarkable critical thinking skills; a keen sense of active-listening, and professional bearing.

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 Alnadah 1 Sharjah UNITED ARAB EMIRATES

WORK HISTORY

November 2019 to Date

Patients Relations Executive

ALFUTTAIM HEALTHCARE, DUBAI, UNITED ARAB EMIRATES

- Responsible for the accurate flow of medical information and patient data between physicians, patients and third-party payers with the use of accurate code to define diagnostics, treatments and procedures and to enter this information into the facility's database using medical coding protocol to produce a statement or claim.
- To act as a liaison between the facility and payment parties to investigate the claim, verify its information, and update the database in the instance that a claim is denied by the third-party payer.
- Review patient medical records communicating with medical billing specialists to ensure treatment codes are accurately received Taking timely approval of investigations/ procedures.
- Ensure the confidentiality of patients' personal information.
- Provides a high level of customer service to the patients.
- Manage up-to-date clinic income records by sending and receiving bank checks and documenting all relevant transactions.
- Receives and reconciles cash, checks or credit card for payment and issues receipts as required.

May 2017 to October 2019

Front Office Executive

NMC ROYAL HOSPITAL DIP UNITED ARAB EMIRATES

SKILLS

- Exceptional communication skills
- Creative problem solver
- Strategic sales knowledge
- Quick learner
- Mediation capability
- Strong client relations
- Knowledge of local health and safety laws
- Proficient in cash management
- Medical terminology knowledge
- MS Windows proficient
- Cash flow management
- Trusted key holder
- Multi-line phone talent
- Computer knowledge
- Hotel operations and management
- Hospitality background
- Skilled negotiator
- Natural leader
- Concierge background
- Service-orientated
- Team building
- Front desk experience
- Efficient
- Courteous
- Guest satisfaction specialist
- Quality assurance
- Diligent

- To greet and direct patients and visitors to the appropriate location and services.
- Register patients according to Hospital protocols and maintain medical records and report statistics when required and schedule appointments by explaining hospital policies and procedures to the patients.
- Do filing and complete medical reports and insurance forms.
- Organize and maintain forms and office stationery required for front desk activities and distribute the required information via post, courier, telephone and email.
- Keep the reception area ready for each working day, open the building at the specified time and have all front desk activities fully operational at the start of the business hours.
- Assist patients in accurately completing appropriate forms and documents for the required information.
- To do the auditing of the admission report from Medical Record Department.
- Giving medical assistance and support when required.
- Attending the inbound, outbound calls and ambulance calls.
- Handling Emergency Department and the patients according to the health conditions and triage category.

November 2015 to March 2017

Concierge Agent/Receptionist

IFA Residential Services Hotel and Resort Dubai

- Ensure correct Record of every resident in the building is updated in the system.
- Welcomes and assists residents and their visitor's according to Brand Standards An ambassador of Concierge Services.
- Managed a wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.
- Recipient of multiple positive reviews acknowledging dedication to excellent customer service.

January 2013 to August 2015

Medical Receptionist

Mathigu Hospital Ruiru NAIROBI KENYA

- Schedule appointments of the patients with the respective doctors.

- Administrative, Credit, Information Technology, MS Windows, Scanning
- Administrative support, Client, Insurance, Natural, Statistics
- Ambulance, Client relations, Team building, Negotiator, Strategic
- Auditing, Excellent customer service, Legal, Policies, Telephone
- Billing, Customer service, Litigation, Coding, Phone
- Business Operations, Database, Notes, Protocols, Telephone etiquette
- Cash flow, Email, Mediation, Quality assurance
- Cash management, English, Medical billing, Quick learner
- Communication skills, Filing, Medical terminology, Receiving
- Computer knowledge, Filing, Meetings, Reception
- Copying, Finance, Mail, Receptionist
- CPT, Financial, Money, Safety
- Creative problem solver, Forms, Office, Sales

EDUCATION

July 2006

DIPLOMA INFORMATION

TECHNOLOGY

Thika Institute of Business Studies,

NAIROBI KENYA

PROFESSIONAL COMPUTING AND

INFORMATION TECHNOLOGY

August 2004

Certificate Level Software

package

INFORMATION TECHNOLOGY

Onyx Computer Services

REFERRAL: UPON REQUEST

- Help the patients in filling hospital forms, collecting hospital charges from them and explain them hospital rules.
- Developed a reputation as an efficient service provider with high levels of accuracy.
- Greeted customers entering the shop to ascertain what each customer wanted or needed.
- Politely assisted customers in person and on the telephone.
- Directed calls to appropriate individuals and departments.

January 2008 to December 2012

Receptionist

Karangai Hotels Nairobi

- Answering all phone inquiries and dealing with them appropriately.
- Asked open-ended questions to assess customer needs.
- Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.
- Developed a reputation as an efficient service provider with high levels of accuracy.
- Built long-term customer relationships and advised customers on purchases and promotions.
- Recipient of multiple positive reviews acknowledging dedication to excellent customer service.
- Managed a wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.

January 2007 to December 2007

Receptionist

Thika Computer College

- Registration of students & other related administrative duties as required Answering Phone calls & Emails.
- Performing Administrative Duties & Assisting a Department Head Greeting Visitors & Responding Executive and Administration offices Provide appropriate guidance and excellent customer friendly service to all staff, students, guests and visitors to the College via phone or in person.