



MARY JOY SANTOS DANA O

Port Saeed, Deira

Dubai, United Arab Emirates

Mobile no: +971509248775

Email address: santosmaryjoy1623@yahoo.com

PROFESSIONAL EXPERIENCES

I. Medical Administrative Receptionist

German Neuroscience Center

Dubai Healthcare City, Dubai UAE

April 1, 2019 – July 29, 2021

- Patient Registration
- Booking and appointment coordination (includes confirmations and any cancellations)
- Sending and dealing with insurance approval requests
- Liaise with insurances
- Billing
- Support all the request and needs of the patients and doctors
- Customer service (Attending to calls and emails)
- Administrative tasks in clinic set-up

II. Human Resource Generalist

(Assists Quality and Marketing Department)

Sacoor Brothers

Dubai UAE

April 21, 2018 – December 13, 2018

- Administrative tasks
- Employee management (Solving any issues/queries from employees)
- Visa coordination for UAE, Bahrain, Qatar and Kuwait
- Assisting recruitment process
- Conducts disciplinary procedure, resignation process and termination
- Prepares documents such as Salary Certificate, NOC letters and others
- Renewal, addition and deletion of Health Insurance
- Vacation Management
- Modify schedules and absences for payroll
- Uploading schedules

- Sending HR reports
- Schedule interviews and releasing bonus letter for promotion
- Auditing back office employees
- Establishing Quality processes
- Training coordination such as hotel arrangements, organization and ensures all the necessary requirements are done in time.
- Assisting in company event

III. Building Care Representative/Receptionist

Sacoor Brothers

Dubai UAE

March 20, 2016 – April 21, 2018

- Administrative tasks
- Answering and transferring calls
- Welcoming guests and visitors
- Checking daily emails
- Ensures the cleanliness and organization of the office.
- Dealing with any maintenance issue
- Office stationary procurement
- Meeting rooms management
- Assisting and acting Secretary of the Board members in the absence of Executive Secretary
- Booking travels and hotels
- Company Apartment management
- Upload and validates invoices

IV. Sales Assistant

Sacoor Brothers

Dubai UAE

May 29, 2014 – March 19, 2016

- Assists customers as per their needs
- Provide a good customer service
- Stock inventory
- Organize and maintain the cleanliness of the work area
- Visual Merchandising
- Daily and weekly reports
- Cashier
- Embroidery

V. Customer Care Associate

Xperia Sony Smartphone

Baguio City, Philippines

July 9, 2012 – February 11, 2014

- Encodes daily and inventory report
- Assist customers in making decisions for their purchase
- Introduce all the specification, benefits and uses of the products
- Manages and assist customer with any issues and queries regarding the product.
- Stock inventory
- Rechecking the products condition before receiving from delivery
- Visual Merchandising
- Cashier

EDUCATIONAL ATTAINMENT

Filipino Institute, Dubai

Medical Coding Short course, 2020

Our Lady of Manaoag College

Secondary Education, 2008

OTHER INFORMATIONS

Civil Status: Married

Age: 29 years old

Nationality: Filipino

Visa status: Residence Visa

Availability: Can join immediately