



Gladys Santos Tayo

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 Visa- type: **Husband Visa**



Professional Summary:

Working as a receptionist with over 5 years' experience, both the public and private sectors. Diplomatic, personable, and adept at managing sensitive situations. Highly organized, self-motivated, and proficient with computers.

Additional Skills

- Document retrieval systems
- Confidential documentation and recordkeeping
- Document management
- Software documentation

Work Experience:

Burjeel Day Surgery Center- Abu Dhabi, U.A.E.

DATA ENCODER / MEDICAL TRANSCRIPTIONIST

January 2021- Till date

- ❖ Transcribe medical reports, summaries, office visit notes and other medical documents from health care providers.
- ❖ Provide online copies of transcribed documents to physicians or other providers for review and signature, making corrections or changes as noted
- ❖ Receive patients, schedule appointments, and maintain patient records
- ❖ Registers new patients and updates existing patient demographics by collecting detailed patient information including personal information
- ❖ Preparing and sorting documents for data entry
- ❖ Review transcription documents for quality assurance and precision to spot and correct any errors that could impact patient care and medical liability
- ❖ Entering data into database software (OHUMSKY) and checking to ensure the accuracy of the data that has been inputted
- ❖ Resolving discrepancies in information and obtaining further information for incomplete documents
- ❖ Creating data backups as part of a contingency plan
- ❖ Responding to information requests from authorized members
- ❖ Responsible for keeping the working area clean and organized
- ❖ Maintain strict adherence to patient confidentiality according to provider standards and government regulations
- ❖ Protects patient confidentiality, making sure protected health information is secured.

Extra Care Medical Center- Abu Dhabi, U.A.E.

RECEPTIONIST cum SECRETARY

2019- 2020

- ❖ Welcomes and greets all patients and visitors, in person or over the phone
- ❖ Answers the phone while maintaining a polite, consistent phone manner using proper telephone etiquette
- ❖ Responsible for keeping the reception area clean and organized
- ❖ Registers new patients and updates existing patient demographics by collecting detailed patient information including personal and financial information
- ❖ Medical coder and know health insurance portals.
- ❖ Facilitates patient flow by notifying the provider of patients' arrival, being aware of delays, and communicating with patients and clinical staff
- ❖ Responds to inquiries by patients, prospective patients, and visitors in a courteous manner
- ❖ Keeps medical office supplies adequately stocked by anticipating inventory needs, placing orders, and monitoring office equipment
- ❖ Protects patient confidentiality, making sure protected health information is secured.

Dr. Faiz Haddad Clinic, E.N.T. Specialist- Abu Dhabi, U.A.E.

RECEPTIONIST cum SECRETARY

2017-2019

- ❖ Maintains and monitor's physician's calendar of appointments;
- ❖ Screens patients and visitors;
- ❖ Coordinates patient-related appointments (diagnostic procedures, physician referrals, etc.);
- ❖ Monitors providers'/supplier's service delivery;
- ❖ Receives compiles, and maintains patient-related documents (i.e. personal information, laboratory results, medical history, etc.);
- ❖ Conduct necessary probing for completion of necessary documents before consultation (i.e. case histories, intake and insurance forms, and claim forms);
- ❖ Provides medical certificates after consultation according to patient's request;
- ❖ Secured records by performing database back-ups;
- ❖ Collects immediate patient charges;
- ❖ Summarizes and files a record of immediate collections and for collection with insurance companies;
- ❖ Monitors outstanding claims with the insurance company and follow-ups collection;
- ❖ Validates acceptability of client's insurance coverage with the clinic;
- ❖ Screens incoming calls;
- ❖ Manages office supply inventory;
- ❖ Monitors office equipment functionality by routine checking and maintenance repair scheduling;
- ❖ Monitors daily operation policies and procedures and identifies areas of improvement; and Provides customer assistance pre-during-after consultation

International Holdings Company- Abu Dhabi, U.A.E.

RECEPTIONIST

2017-2017 (PART-TIME JOB)

- ❖ Welcome visitors in person or on the telephone and answer/referring inquiries;
- ❖ Handled incoming and outgoing telephone calls as well as other correspondence;
- ❖ Maintain office filing and storage systems;
- ❖ Manage employee's attendance and prepare regular reports;
- ❖ Perform administrative work-related errands as requested;
- ❖ Sorted and files incoming mail and other materials received by the office;
- ❖ Maintain cleanliness and tidiness of pantry and entire office premises;
- ❖ Maintain pantry and office supplies by checking stock to determine inventory levels, anticipating requirements, placing orders, and stocking items;
- ❖ Ensure pantry and office equipment are properly maintained and serviced.

Source Corp Philippines- SBFZ. Olongapo City, Philippines

DATA ENTRY CLERK

2014-2016

- ❖ Organizing files and collecting data to be entered into the computer.
- ❖ Enters information into computer databases for effective record keeping. Is all about speed, accuracy, and attention to detail.
- ❖ Analyzing the data for errors.
- ❖ Reporting problems with the data.
- ❖ Accurately entering information into various computer programs.
- ❖ Keeping sensitive customer or company information confidential.

Conti – J Group of Companies- Olongapo City, Philippines

HEAD CASHIER
2008-2013

- ❖ Maintain a positive work environment for all Cashiers
- ❖ Resolve cash tills at the end of every shift
- ❖ Generate accurate till reports for each register
- ❖ Manage and perform all check-out functions daily
- ❖ Communicate clearly and openly with customers
- ❖ Manage the check-out area and ensure each station remains clean and efficient
- ❖ Respond to Cashiers' requests for price checks and other functions for customer service
- ❖ Listen to customer complaints and questions and refer them to the assistant manager when required
- ❖ Ensure all stations have adequate cash and change at all times
- ❖ Serve as the primary point-of-contact for customer service associates

Grande Island- Olongapo City, Philippines

RECEPTIONIST cum CASHIER

2002-2007

- ❖ Draw up client bookings for tables and ensure that tables are set before clients' arrival. Manage the front desk by receiving incoming calls, greeting and attending to customers.
- ❖ Inform guests about the availability of tables and direct them to the tables.
- ❖ Keep records of guests who visit the restaurant. Assist customers with answers to queries, and proffer solutions to issues within capacity.
- ❖ Collaborate with other restaurant staff and the management to ensure that customer complaint is properly attended to promptly.
- ❖ Ensure that clients make payment for services before they exit the restaurant.
- ❖ Keep clear records of payments received and make detailed notes of balance payments.
- ❖ Check restaurant's emails and respond to them accordingly; draw the attention of management to certain mails when necessary.
- ❖ Communicate with other staff, such as dinners, informing them of clients' bookings, needs, and complaints.

Palacea Ladies Saloon- Dubai, U.A.E.

RECEPTIONIST cum CASHIER

1999-2001

- ❖ Count cash at the end of the shift and ensure that cash flow information has been logged
- ❖ Greet customers arriving at the salon and provide them with information regarding salon services
- ❖ Answer any service-related questions;
- ❖ Determine customers' need for salon services by figuring out their problem areas such as skin and hair issues;
- ❖ Ensure that customers are handed over to the correct hair or hair expert within the salon;
- ❖ Answer telephone calls and provide information to callers;
- ❖ Schedule appointments and make follow up calls to customers to remind them of their appointments;
- ❖ Handle appointment cancellation and shifting duties;
- ❖ Collect cash in exchange for services rendered and tender change to customers;
- ❖ Ask customers for feedback on salon's services and assist with problems or complaints;
- ❖ Endorse retail products that the salon is selling by providing information of benefits;
- ❖ Ensure cleanliness, neatness, and sanitization of salon and equipment

Education **Columban College**

1994-1998

Computer Information Technology