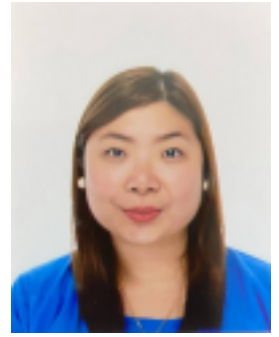


Nina Faye M. Elmido

Al Barakah Bldg. Al Hamriya Bur Dubai, Dubai, UAE
052 589 2800
elmidoninafaye@gmail.com



CAREER OBJECTIVE:

To be able to work in a reputable company with enough room for professional and personal growth, where I will be given proper training to become a quality professional, develop my skills, potential and enhance my knowledge principles and be able to practice a driving work ethic and use for the betterment of the company.

WORK EXPERIENCE:

EMIRATES HEALTH AND SAFETY

Ras Al Khor (October 4, 2021 - January 14, 2022)

Covid Marshall

- Completes training provided by the employer that is in accordance with guidance from the Department of Health and Human Services
- Coordinating within and outside the team
- Temperature checking
- Managing the testing site (PCR & Rapid Antigen test)
- Coordinating the zones of each team
- Responding to emails and other administrative tasks
- Acting as point of contact on the location site
- Facilitating day to day duties by reminding everyone to wear their mask
- Putting wristband to every individual on site after testing
- Distributing PPE
- Keeping and adhering PCR/RAT results
- Monitor workers are apply physical distancing measures, that congestion is minimised and that shared areas are used safely
- Monitor workers are applying hygiene measures (as per Infection Control Awareness Training)
- Monitor whether rostered bubbles are being observed in practice, including that shifts and work teams remain separate and that bubble separation

EMIRATES INTEGRA MEDICAL AND SURGERY CENTER

Operated by Emirates Healthcare Group Dubai Healthcare City

(April 17, 2016 – July 4, 2020)

Extended till July 30, 2021

Patient Coordinator/ Executive Assistant of CEO/Medical Director (Consultant-Surgeon)

- Previous Surgical Coordinator
 - Accompanying doctor (MD) to other facility branches
 - Acting as first point of contact: (patients, nurses, administrators, management)

- Organizing CEO/Medical Director's commitments, meetings, and travel.
- Managing tasks and day to day duties of CEO/MD (outpatient, surgeries, administrative)
- Reminding the MD important tasks and deadlines.
- Demonstrating knowledge of company's mission, purpose, goals, and the ability to help employees successfully achieve them.
- Updating the calendar of our CEO/Medical Director
- Coordinating and assisting providers schedule
- Handling and assisting VIP patients and abroad patients
- Adhering to rigorous standards for customer service, merchandising, operational safety and the store security policies and guidelines.
- Uploading and updating patient information in our system
- Maintaining patient information confidentiality at all times
- Acknowledging and greeting all patients/clients in a friendly, professional manner.
- Coaching and development of the team/staff
- Consistently meets and exceeds daily team performance goals with attention to detail.
- Training new team members.
- Booking patients in the medical and surgical unit.
- Ordering medicines to suppliers/pharmacies.
- Coordinating with providers and anesthesiologist.
- Doing administrative and HR work in choosing candidates to join the team.
- Doing weekly schedule for the team.
- Attending weekly management meeting

OMAN INSURANCE COMPANY

Al Rigga Business Center, Dubai UAE May 17, 2012 – December 2014

OFFICER - MEDICAL PROCESSING

• CUSTOMER CENTRICITY

Verify services given by the provider are appropriate and as per agreed policy.
Ensure adherence to timeliness for processing of claim request.

• INTERNAL PROCESS

Enter data in accordance with claims guidelines
Review and evaluate claims
Ensure adherence to unit KPIs and internal and external SLAs
Forward claims which require review of medical officers
Ensure awareness of Quality Policy and Quality Strategic Objectives amongst the team

• LEARNING AND DEVELOPMENT

Support team development through periodic review, mentoring counseling, and feedback. Develop and train Medical Processors on specific nuances of the claims process.
Provide guidance to team members in day to day activities.

IQOR INCORPORATED COMPANY:**CAPITAL ONE AUTO FINANCE**

Clark field, Pampanga February 8, 2010 – April 2012

Customer Service Representative (Welcome Dept and Collections Dept)

- Providing loan information to customers.
- Meet and greet our clients.
- Documenting the conversation with the customer.
- Recording details that happened to the call.
- Uses automatic dialer to call and welcome customers about their car loans.
- Welcome customers and providing important information they need.
- Updates contact numbers, address, email, work info provided by customers.
- See to it that every account is cured by collecting at least the past due amount.
- Collects past due and late fees.
- Help customers to catch up with their payments using assistive programs.
- Assist customers to process extensions if necessary.
- Properly notate any account handled.
- Assist customers to enroll with direct payment.

ACCUMED DIAGNOSTIC CENTER

January 2, 2009 – February 5, 2010

MEDICAL RECEPTIONIST/FRONT OFFICE EXECUTIVE

- Welcomes patients and visitors by greeting patients and visitors, in person or on the telephone; answering or referring inquiries.
- Optimizes patients' satisfaction, provider time, and treatment room utilization by scheduling appointments in person or by telephone.
- Keeps patient appointments on schedule by notifying provider of patient's arrival; reviewing service delivery compared to schedule; reminding provider of service delays.
- Comforts patients by anticipating patients' anxieties; answering patients' questions; maintaining the reception area.
- Ensures availability of treatment information by filing and retrieving patient records.
- Maintains patient accounts by obtaining, recording, and updating personal and financial information.
- Obtains revenue by recording and updating financial information; recording and collecting patient charges; controlling credit extended to patients; filing, collecting, and expediting thirdparty claims.
- Maintains business office inventory and equipment by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies; scheduling equipment service and repairs.
- Protects patients' rights by maintaining confidentiality of personal and financial information.

SUMMARY OF QUALIFICATION & SELF DESCRIPTION:

Graduated with a degree in Nursing from Perpetual Help College of Manila. I enjoy working in a team and has the ability to work alone in a positive and cooperative manner. I possess excellent Communication Skills (both verbal and written), with eye, hands and auditory coordination necessary to perform essential functions of the position and with great typing skills of not less than

50 words per minute.

I am knowledgeable on the use of internet and comfortable to work in PC environments with efficient use of softwares including (MS Word, Excel, Powerpoint) and also possess necessary equipment and reference material to work from home.

GOALS: To exceed expectations and show positive outcomes, ensure that company/organization objectives are achieved.

PERSONAL INFORMATION:

Name: Niña Faye Elmido

Gender: Female

Age: 34 years old

Date of Birth: March 18, 1988

Place of Birth: Makati City, Philippines

Civil Status: Single

Nationality: Filipino

Language: Fluent in English & Tagalog

Certificates: Attested Documents

Reference: available upon request

EDUCATIONAL BACKGROUND:

2006-2008

Perpetual Help College of Manila 1240 V. Conception St. Sampaloc Manila Graduated with a Degree of Bachelor of Science In Nursing

2004-2006

Angeles University Foundation Angeles City, Pampanga 2000-2004 Chevalier School Angeles City, Pampanga High School Diploma

1996-2000

School of the Holy Child Angeles City, Pampanga Elementary Diploma

TRAININGS/ ACTIVITIES/ SEMINARS ATTENDED:

Vat Healthcare Workshop (Dec 2017)

Medical Coding Training (June 2016)

Customer Service Training (October 2017)

Global Etiquette Program (Nov. 16, 2007)

DECLARATION: I certify that the above mentioned information given by me are true and accurate to the best of my knowledge.