

RANDY VELLEJO ROTAIRO

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OBJECTIVE

A challenging administrative position in an organization that offers diverse job responsibilities and has the vision to recognize that success is a by-product of its respects and commitment to its personnel.

WORKING EXPERIENCE

September 02, 2019 up to present

Patient Relations Executive

Gargash Hospital
Umm Suqeim Street
Umm Al Sheif, Jumeirah
P.O. Box 390985 Dubai,
United Arab Emirates

Duties and Responsibilities:

- Meet patient/s and ensure proper services from all the department.
- Guarantee patient's comfortability and satisfied with hospital services provided.
- Answering enquiries, receiving feedback from patients and their relatives on the services of the hospital.
- Receiving calls and manage to book and appointment to the desire Doctor or Department.
- Ensure that complaints on services of the hospital are handled promptly and appropriately.
- Prepared Claims, collecting correct deductibles/co-payment and safeguard the payment of the patient.
- Organize daily sales report on the rounds carried and submits it to the finance department.

December 11, 2017 to August 12, 2019

Insurance Coordinator/Cashier/Reception

GMCClinics Jumeirah
1st Floor Al Magrudys Shopping Centre
P.O. Box 11962, Dubai UAE

Duties and Responsibilities:

- Handled patient's queries regarding insurances, payments, phone calls and unpaid balances.
- Coordinated, liaised and networked between insurance companies.
- Managed filing and tracking insurance claims and informed patients of their claim status.
- Processed insurance, pre-approval in a timely manner.
- Prepared Insurance forms and associated correspondences.
- Expertise in business administration, record keeping, planning, policies, procedures, researching, scheduling, and related responsibilities to ensure productive operations.
- Operate POS cash register, handling 95 transactions on average daily, and count money in cash drawers to ensure the amount is correct.

June 19, 2016 until Sept. 17, 2017

Insurance Coordinator/Cashier/Reception

Healthbay Day Surgery Center LLC
Villa 977, Al Wasl Road, Umm Suquiem 2
P.O. Box 118012, Dubai UAE

Duties and Responsibilities:

- Acquired specific CPT and ICD-10 codes to ensure proper treatment and billing of all detailed procedures & test.
- Demonstrated strong attention to detail and ability to multi-task within the fast-paced, high-pressure work environment.
- Maintained transaction report for client billing and for daily report in cashier.
- Obtained proper notifications and authorizations to ensure coverage of patient's procedures.
- Generated, updated and maintained patient profiles for both current and new clients.
- Prepared claims with required documentation and distribute accordingly in a timely manner to expedite payment.
- Practiced professional telephone etiquette and customer service while making claim inquires and quickly resolving any patient complaints and concerns.

April 12, 2015 until March 30, 2016

Sales Relationship Officer

Dunia Finance

Opposite of Al Maktoum Hospital

Naif Branch, Deira Dubai UAE

Duties and Responsibilities:

- Solicited qualified referrals from existing clients.
- Achieved assigned Client acquisition goals.
- Ensured that productivity reports and daily sales report are prepared and submitted in a timely manner.
- Acquired new and expanded existing Client relationships.
- Maintains a wide contact network of customer service and customer experience professionals.

Sept.30, 2013 until January 28, 2015

Customer Service Representative

Emirates Islamic

Al Meydan, Building Q

PO Box 777, Dubai UAE

Duties and Responsibilities:

- Efficiently managed the high-volumed work load and skillfully handled the challenging calls of the clients.
- Proficient in providing information, general query of accounts, credit cards and finances.
- Well versed in identifying customer needs and able to offer a quick solutions.
- Expert in using the company's database software for data entry purposes.
- Introduce the latest bank promotions, the feature and benefits of a product for the customer.
- Log a leads, requests, complaints and provides the customer the turn-around-time.
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ABILITIES

- Have the ability to carry out programs under established policies and command the respect of staff.
- Problem solving, leadership, and communication skills are some of the qualities developed from my experience as an administrator, a secretary, and customer service assistant.
- Strong organizational and interpersonal abilities.
- General office duties, including all daily correspondence and phone etiquette.
- With Computer literacy on Internet, software such as Windows, MS Office (Word, Excel, PowerPoint, Outlook Express, Microsoft Windows XP) and able to work in minimum supervision and ability to type 40 wpm.

EDUCATION

1996-2000 BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION MAJOR IN MARKETING
Adamson University
900 San Marcelino Street Manila, PHILIPPINES

ACHIEVEMENTS:

DEAN'S LISTER - Top 4, 1st Semester; Top 3 2nd Semester School Year 1996-1997

PERSONAL INFORMATION

Nickname	:	Rands	Height	:	168 cm.
Birth Date	:	October 26, 1979	Weight	:	185 lbs.
Age	:	41 yr. old	Citizenship	:	Filipino
Status	:	Single	Visa Status	:	Employment Visa
Language Spoken	:	English, Tagalog and Arabic (Moderately)			

With Valid UAE Driving License will expire 07-07-2023 and have own car.

Character References shall be furnished upon request.