



## Olga Lazaro

Dubai, UAE

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### Objective

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

### Summary

- Dedicated Frontliner for Covid 19 (Pandemic), Skilled Customer Service with experience in the Aviation industry. Customer-oriented with strong history of leading high-performance teams to meet or exceed objectives. Dedicated and hardworking with internal drive to deliver excellence. Team builder with strong background in training and team development.

### Experience

- **VIP Doctor** April 2021 - Present  
Medical Encoder/Admin Assistant
  - Handle On Call Appointments
  - Preparing Documentation, Files and endorsement
  - Update Daily Reports
  - Data Encoding (HASANA)
  - Extracting Relevant information from Guest records
  - Examining documents for missing information
  - Labelling of Samples (PCR)
- **Tamouh Care** July 2020 - March 2021  
Encoder DPI/PCR Nursing Assistant
  - Performing PCR test for arrival passengers (for Isolation)
  - Accurately and efficiently encode all data that needs organizing and recording.
  - Confirm that entered data accurately aligns with original documentation.
  - Assure files are properly prepared and saved to back up drives.
  - Self audit your work checking for errors and duplications.
  - Report any major errors and inconsistencies to higher management.
  - Accurately and efficiently review all data that needs organizing and recording
  - Collect blood sample for examining the virus through DPI based on laser technology that serves as a first step to detect suspected cases of infections before they undergo a Polymerase Chain Reaction (PCR) swab tests.
  - Clean and/or maintain inventory of supplies (medical included) and equipment.
  - Notifies supervisor to order supplies and clinical equipment as appropriate
  - Provides clerical/office support as necessary.
  - Performs other work-related duties and activities as assigned or requested

- **Dubai Airports**

- Customer Service

- Represent Dubai Airports as the brand ambassador.
    - Delivered an exceptional level of service to each customer by listening to concerns and answering question
    - Cooperate and work directly with stakeholders regardless of any concerns to achieve positive result.
    - Support in improving operations and resolving issues to deliver top-notch customer service.
    - Improved company customer service rating by 100%.
    - Support Terminal Duty Manager/Officer with daily operational functions.

## Education

- PLT Inc.:Bachelor Degree/SY 2006-2010 (Passed)

## Skills

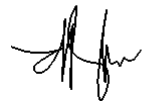
- Time management Self-motivated, Strong Communication skills, Team player, Attention to detail, Problem solving, Microsoft Office,

## Trainings

- Hospitality Programme (05/07/2016)  
Service Flair Programme (08/28/2016)  
Airport Service Programme 1 (06/22/2015)  
Service Boot Camp 24-25/11/2014)  
People of Determination (09/11/2019)  
First Aid Training (09/21/2019)

## Personal Details

- Visa Status :
- Passport : VALID TILL JANUARY 2028



OLGA LAZARO