



# Kyla Mae B. Dacillo

Contact No.: +971 50 406 9038  
E-mail: Kylabaranda5@gmail.com  
Address: Al Nadha 1, Dubai, United Arab Emirates  
Visa Status: Husband's Visa  
Nationality: Filipino

## OBJECTIVE:

To work in an institution that enhances effective growth, quality, excellence, and professionalism. Aims toward long range and finds opportunity.

## SKILLS AND COMPETENCIES:

- Good Communication Skills
- Giving Quality Customer Service
- Ability to adapt to any situation
- Active listening skills
- Ability to Multitask
- Computer Skills
- Microsoft Office
- Google Drive

## EDUCATIONAL BACKGROUND:

### SENIOR HIGH SCHOOL:

TVL - Cookery Gumaca National High School  
(2022-2023)

### SECONDARY:

Gumaca National High School  
2020-2021

## PERSONAL INFORMATION

Date of Birth : January 12, 2003  
Place of Birth : Catanauan Quezon, Philippines  
Nationality : Filipino  
Gender : Female

## WORK EXPERIENCE:

Doctor's Secretary (March – April 2023)

**Gumaca Little Clinic**  
Gumaca Quezon Philippines



### DUTIES AND RESPONSIBILITIES:

- Interacting with patients daily in person, over the phone and through text communication
- Meeting and greeting visitors and patients and directing or accompanying them to the specific doctor or medical department.
- Managing appointments for consultations, check-ups and surgeries and ensure that doctors have ample time for each patient.
- Helping patients fill out forms to record their personal information, medical histories, and insurance details.
- Overseeing finances of the facility, including both payments from patients and insurers and those made by the facility to outside vendors.
- Handling sensitive medical information with care while respecting all state and federal laws and regulations regarding patient privacy.
- Managing files and records, including word processing documents and spreadsheets, to provide easy access when required.

Front Office (February 2018 – October 2020)

**VMSK Digital Printing Services**  
Quezon City Philippines



### DUTIES AND RESPONSIBILITIES:

- Greet and welcome guests as soon as they arrive at the office
- Direct visitors to the appropriate person and office
- Answer, screen and forward incoming phone calls
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- Provide basic and accurate information in-person and via phone/email
- Receive, sort and distribute daily mail/deliveries
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges)
- Order front office supplies and keep inventory of stock
- Update calendars and schedule meetings



#### SKILLS AND COMPETENCIES:

- Good Communication Skills
- Giving Quality Customer Service
- Ability to adapt to any situation
- Active listening skills
- Ability to Multitask
- Computer Skills
- Proficient in:
  - Microsoft Office
  - Google Drive

#### EDUCATIONAL BACKGROUND:

##### SENIOR HIGH SCHOOL:

TVL - Cookery Gumaca National High School  
(2022-2023)

##### SECONDARY:

Gumaca National High School  
2019-2020

#### PERSONAL INFORMATION

Date of Birth : January 12, 2003  
Place of Birth : Catanauan Quezon, Philippines  
Nationality : Filipino  
Gender : Female

#### Training and Seminar:

**ON-THE-JOB TRAINING – Waiter/Server**  
**Casita Esperanza - Gumaca, Quezon Philippines**



**FOOD AND BEVERAGE**  
**HOTEL AND RESTAURANT TRAINING FOR NCII**  
Gumaca, Quezon Philippines



#### Character Reference:

-Upon Request-

I hereby certify that the information above is true and correct to the best of my knowledge.

**Kyla Mae Baranda Dacillo**