



## SUMMARY

Experienced Office Administrator with a meticulous approach to organization and a keen eye for detail. Over twelve years of demonstrated success in optimizing office procedures and enhancing overall efficiency. Adept at budget management, adeptly allocating resources to maximize productivity while minimizing expenses. Well-versed in onboarding and training new staff members, ensuring seamless integration and high performance from the outset. Dedicated to providing exceptional customer service while adhering to strict compliance standards. Proven ability to minimize delays in patient care and contribute to cost containment efforts through efficient utilization of healthcare resources.

## EDUCATION

### Asian College of Technology

Bachelor of Science in Computer Science  
(2000 –2004)

### University of San Jose - Recoletos

Bachelor of Science in Computer Engineering  
(1999 –2000)

### University of Cebu

Highschool  
(1995 –1999)

## SKILLS

- Excellent communication skills and customer service skill.
- Outstanding ability to maintain strong relations with Physicians, employees, clients and Insurance companies.
- Remarkable ability to relate to people from different cultural backgrounds
- Sound knowledge medical terminology and insurance practices.
- Good knowledge of all plans and medical invoice.
- Proficient in Computer Programs and applications.

## CERTIFICATIONS AND AWARDS

- Digital Marketing Certification - 2024
- Caregiver NC II (2009 –2010)
- Best Team Leader – Center for Healthcare Profession
- Philippine Red Cross (CPR and FIRST AID) Certificate
- Leadership award -United Cebuanos Organization

## PROFESSIONAL EXPERIENCE

### ADMINISTRATIVE / OPERATION TEAM LEADER

Lifeworks | Feb 2020 - Present

- Supervise and manage daily administrative operations within the office.
- Managing the day-to-day operations of a clinic, including patient flow, appointment scheduling, inventory management, and facility maintenance.
- Thorough checking of healthcare regulations, including DHA and other guidelines, ensuring the clinic operates within legal boundaries and maintains patient confidentiality and safety.
- Handle incoming and outgoing communications, including emails, letters, and phone calls.
- Knowledge of emergency response protocols and procedures to effectively manage unexpected events or crises within the clinic, ensuring the safety and well-being of patients and staff.
- Oversee office facilities, including maintenance, security, and supplies procurement.
- Assist in HR functions such as recruitment, onboarding, and maintaining employee records.
- Assist in budget preparation, expense tracking, and financial record-keeping.
- Ensure compliance with company policies and procedures across the organization.
- Provide support to other staff members and departments as needed.
- Address administrative issues and challenges efficiently and effectively.

### ADMINISTRATIVE OFFICER

American Wellness - DHCC | Jul 2019 - Jan 2020

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## LANGUAGES

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English

Tagalog

## SOFTWARE

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- Ms Office (Word, Excel, Office, PowerPoint, Outlook)
- InstaHMS
- OpenJet
- EclaimLink
- All Insurance Portals
- Canva
- Adobe Photoshop

## ADMINISTRATIVE OFFICER

Aster Medical Centre - JLT | Jul 2013 - Jul 2019

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I do hereby declare that all the information given above is true to the best of my knowledge and belief.

