

MARICRIS CALIBOSO MAMANGUN

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CARE GIVER, CHILD & HOUSE CARE PROFESSIONAL



OBJECTIVE

A highly self-motivated, capable and committed individual with 12 years' Gulf Experience in Customer Service in Healthcare Industry.

Displays exceptional skills in handling customer's needs, complains and queries.

Geared up with a Care Giver Certificate, Customer Service Skills and Love for Home Care, I am exploring a possibility of attaining a fulfilling career in Care Giving as a newly graduate Health Care Professional.

Enthusiastic and works well on own initiative with a high level of self-responsibility and possessing a good working relationship with others. I am eager to learn and development my skills as a Health Care Specialist.

SUMMARY OF QUALIFICATIONS

- Nurturing nature and empathetic listener with kids.
- Efficient home cook skills.
- Highly adaptable and absorbs training very well.
- Excellent Child and Adult Care.
- Read, Speaks and write English fluently.
- Well organized and great eye for details.
- A person with integrity and initiative when it comes to work.
- Hard working, can work well in teams and value team work
- Adept in Vital signs taking.
- Skilful in bed making and bed bath.

Auxiliary Skills

- Highly Experienced Patient Administrator with over 10 years of experience in Healthcare.
- Excellent reputation for resolving problems and improving customer satisfaction
- Highly inquisitive, motivated, creative and resourceful - self-directed/self-starter
- Able to work collaboratively with a dynamic team
- Excellent skills in communication - written/oral and collaboration
- Trained in utilizing Microsoft Windows operating systems as well as applications including Word, Excel, Internet and PowerPoint
- Operates telephone, fax, internet and other communication facilities

PROFESSIONAL CERTIFICATE

February 2023 – August 2023

Certified Nursing Assistant

The Filipino Institute

Abu Dhabi, UAE

July 2022 – February 2023

Professional Caregiver

The Filipino Institute

Abu Dhabi, UAE

Auxiliary Certificates

Certified Profession Coder – Apprentice

AAPC

June 2023 – October 2023

Certified Phlebotomy Technician

AMCA License – October 21, 2025

Safeway Health and Management

Abu Dhabi, UAE

EDUCATION

June 1995-1999

Bachelor of Science in Business Administration; Major in Marketing

Polytechnic University of the Philippines

Manila, Philippines

COURSES AND TRAININGS

- | | |
|--|--------------------------|
| • <i>Basic Life Support (CPR and AED)</i> | Issued: January 28 2023 |
| Abu Dhabi University | Expiry: January 27, 2025 |
| Abu Dhabi, UAE | |
| • <i>Infection Control e-learning course</i> | January 31, 2024 |
| Mediclinic Airport Road | |
| Abu Dhabi, UAE | |
| • <i>Quality and Patient Safety</i> | Febrary 3, 2024 |
| Mediclinic Airport Road | |
| Abu Dhabi, UAE | |

WORK EXPERIENCE

January 15, 2013 - Present

Mediclinic Middle East (Formerly Al Noor Hospital, Airport Road) *Abu Dhabi, UAE*

Patient Administrator / Oncology Department (Comprehensive Cancer Center)

- Welcome patients and visitors by greeting patients and visitors in person or on the phone.
- Answer telephone queries and arrange appointments for the patients.
- Accurately register patients' information in the Hospital Information System.
- Arrange appointments for the Doctors and keep an accurate record of the same.
- Receive bills/cash for the patients with care.
- Ensure all arrangements for the scheduled meetings in the department.
- Delivers excellent customer service at all times.
- Responsible for preparing and submitting pre-approval documents to different insurance companies.
- Contributes to team effort by accomplishing related results as needed.
- To ensure that clinical and non-clinical stock is sufficient and effectively controlled
- To provide administration support to Clinic Physicians
- Ensure that the medical insurance information of patients is up to date and correct.

December 18, 2011 – July 14, 2012 (Temporary)

Petro Middle East *Abu Dhabi, UAE*

Receptionist cum Admin Officer

- Operate switchboard; answering and recording messages and forward phone calls.
- Make international calls and conference calls.
- Liable for logging all international calls and incoming faxes daily.
- Coordinates with Telecommunications Company regarding any inquiries/complaints.
- Arranging travel and hotel accommodation for consultants and visitors.
- Booking Air Ticket reservations.
- Booking reservations for restaurants and ballrooms for any conference or meeting.
- Greets visitors and directs them to the concerned person and provides admin support whenever required.
- Manage the office reception area and in charge of all visitors
- Collects inquiries, orders, and documents from customers and suppliers, etc.
- Responsible for preparing general draft faxes/emails and letters for various divisions.
- Maintain office diary, files, arrange meetings for staff, to update computerized files.
- Manage day-to-day office communications, emails, and faxes, prepare documents for staff, format reports, and document scanning.
- Responsible to medical insurance company with regards to medical claims / reimbursement, inquiries etc.
- Provides administrative support as required by the Management.
- Custodian of CV and scheduling interviews etc.

July 1, 2008 – March 5, 2011

Al Mazroui Trading and General Services *Abu Dhabi, UAE*

Receptionist / Secretary

- Greet, assist and direct visitors and the general public.
- Answer all incoming calls and handle caller's inquiries whenever possible.
- Re-direct calls as appropriate and take adequate messages when required.
- Directs visitors by maintaining employee and department directories; giving instructions.
- Maintains security by following procedures; monitoring logbook and issuing visitors badges.
- Arranges travel booking and hotel reservation for personnels.
- Operates Maximo System for registration and updating substantial information.
- Provides secretarial support to the team
- Receive, direct and relay telephone messages and fax messages.
- Maintain an adequate inventory of office supplies.
- In charge of distributing mails to the concern person and sending outgoing mails.
- Maintain the general filing system and file all correspondence.
- Coordinate with repair and maintenance of office equipment.

March 2000 – April 2008

Mercury Drug Corporation

Makati City, Philippines

Pharmacy Assistant

- Attends to customers' needs w/ prompt accurate and efficient service.
- Attends to customers' complaints and properly endorse them to store officer on duty.
- Fully responsible as to cleanliness, orderliness, completion of stocks, and accuracy of price tags on Assigned shelves.
- Fully responsible for the accomplishments of forms assigned.
- Available to step into flexible, short term assignments whenever help is needed in related job functions as directed by the immediate supervisor