

Shiela Liza S. Pateña

1006 Domingo Santiago Sampaloc Manila Philippines

Cellphone No: 09173124976 **E-mail Address:** shiela.lsp@myyahoo.com



OBJECTIVE

To learn more as I grow in a company & with an employer who is willing to give me a chance to improve & I'm willing to learn, if given the opportunity.

PROFILE

Age: 36
Birth Date: May 30 1987
Birth Place: Metro Manila
Gender: Female
Civil Status: Single
Nationality: Filipino
Religion: Aglipayan
Height: 5'4"
Weight: 130 lbs

SKILLS

- Proficiency in Microsoft Office: MS Word & MS Excel
- A cooperative, resourceful, observant, responsible, hard working & self reliant person.

EXPERIENCE

*Claims Coordinator, **AAI Services Limited***
Greenhills, San Juan City Philippines

DEC. 2020-PRESENT

- Document Handling**, all incoming documents received should be logged soft copy or hard copy received via emails, all letters should be transmitted in a timely manner with courier itineraries, all processes claims should be filed per insured & encode in database.
- Monitoring**, send follow ups regarding lacking documents from clients, follow ups to insurance, request for a soft copy of claims settlement report, all claims settlement report evaluation of benefits are duly received within a weeks.
- Evaluation & Counter checking of Documents**, review type of plan of the insured, initial review of the documents to see if complete, make a recommendation for the lacking documents, if any documents are lacking or any oversight was done re appeal the case with insurance, if request for additional information are necessary coordinate with the client in a timely manner, issue official letter regarding evaluation of claim if the claim is settled or denied, official letter should be signed by the manager.

Claims Coordinator, **OMNI Insurance Brokers**
Ortigas, Pasig City Philippines

OCT. 2018-DEC. 2020
JAN. 2013-JUNE 2016
APR. 2010-SEPT. 2012

- **Document Handling**, attend to clients for pick up documents, coordinate with the messenger regarding pick up for specified address, all incoming documents received should be logged, all letters should be transmitted in a timely manner with messenger itineraries, all processes claims should be filed per insured & encode in database.
- **Monitoring**, send follow ups to insurance, request for a soft copy of claims settlement report, all claims settlement report evaluation of benefits are duly received within a weeks.
- **Evaluation & Counter checking of Documents**, review type of plan of the insured, initial review of the documents to see if complete, make a recommendation for the lacking documents, if any documents are lacking or any oversight was done re appeal the case, if request for additional information are necessary coordinate with the client in a timely manner, issue official letter regarding evaluation of claim if the claim is settled or denied, official letter should be signed by the manager.

Responsibilities :

- Implement all medical instructions as per physician instructions.
- Assess care needs of patient and supervised diet of patient.
- Took vital signs and reported any changes in medical condition to the patient's primary care.
- Observed, recorded and report symptoms and progress. Ensured that a proper hygienic environment was maintained in the are of the home where the patient spent most of the time.
- Assist in bath and grooming and provided wound care and daily hygiene.
- Maintained medical logs kept on patient.
- Assure safety of patients, keep family informed of any and all changes in patients plan care.
- Maintain excellent work ethics while in patients homes.

Document Controller Custodian, **Yoshita Corporation**

Shaw Blvd., Mandaluyong City

JUNE-SEPT. 2012

- **Registration & Approval**, responsible for registering the list of their records using the list record forms, controlling the master record control register to check the status of the records, responsible for approval of records submitted by concerned departments/section.
- **Index/Filing**, shall be responsible for designating the personnel with defined authority to index & file the records.
- **Maintenance**, ensuring that all records are kept in a safe and secured area for easy access & protection against environmental hazard, damage & loss & transferring the list of records after maintenance period using record transfer control register form.
- **Preservation**, responsible to access & preserve the records, preservation period of evidences of records shall be established in writing through the list of records registered to document controller & safeguarded against unauthorized pre-production.
- **Disposal**, disposed by crossing out the portion where data were written, all documents pertaining to disposal of records shall be maintained form unintended reproduction & use.

EDUCATION**Tertiary:**

OUR LADY OF FATIMA UNIVERSITY

2004-2010

Bachelor of Science in Nursing Valenzuela City, Philippines

Secondary:ST. JAMES ACADEMY Ibaan, Batangas,
Philippines

2000-2004

Primary:STA. CATALINA COLLEGE
Legarda, Philippines

1994-2000

REFERENCE**MS. CARIDAD OLIVARES**

Officer incharge

AAI Services Limited

Contact No: 09173188416

MS. MA. ELENN A. PEPINO

Claims Coordinator

AAI Services Limited

Contact No: 09773071812

MR. ROEL B. BARANDON

Accounting Manager

Omni Insurance Broker Inc.

Contact No: 09228026071