

CURRICULUM VITAE

EMPLOYMENT HISTORY

March 2018 - Present

Raffles Medical Group – Raffles Hospital (Bugis)

Position : 24Hr Emergency Department – Patient Service Officer

- ✚ Perform counter duties
- ✚ Billing & Payment and financial counseling
- ✚ Appointment Scheduling (handling both in and outbound call, facsimiles and emails)
- ✚ Administrative Support
- ✚ Manage general enquiries and screen patients' general condition
- ✚ Dispense medicines to the patient according to department policies and guidance

Nov 2016 – Present – Selangor And Federal Territory Association For Mentally

Handicapped – Klang Specials School / Freelancer House call

Position : Physiotherapist & Assistant School

- ✚ a range of techniques including massage and manipulation, exercise and movement, and hydrotherapy.
- ✚ Set up specialist equipment and appliances advice involvement with educational and transition planning
- ✚ Assist in ensuring the efficiency of daily operation such as manpower management, centre processing, work requisition and compiling reports when required
- ✚ Educating patients family members and caregiver the management of illness and importance of a healthy lifestyle.
- ✚ Manage and assist with activities preparation, liaise with patients family members and other administrative work involved in programme coordination.
- ✚ Coordinate and facilitate special need, program in collaboration with related stakeholders and growth of the special needs for process improvement activities.
- ✚ Provide supports and create some opportunities coordination of care in the service area with other health care organizations.

Nov 2014 – 30th Sept 2016 :

KO Specialist Medical Centre & Dr Foot

Position : Physiotherapist , Clinical Assistant & Insole Therapist

- ✚ Consulted with patients to learn about their physical condition and maintain patients records, keeping track of goals and progress
- ✚ Communicated effectively with other care providers (physicians, nurses, business office, and medical records) to provide for continuity of patient care.
- ✚ Assists clinical administrative support duties such as – handling of basic bills, payment processing, coordination of appointments for patients, scanning of document, ,data entry, transcription, dispensing of medications and etc.
- ✚ Filing records, scheduling lab work and hospital admissions, making follow-up calls to patients, phoning in prescriptions, and calling to get lab test results.
- ✚ responsible for a number of other duties, including maintaining and ordering supplies, completing patient charts and file insurance claims, answering phones, scheduling appoints, prepare billing statement and more.
- ✚ Assisting the doctor with procedures.
- ✚ Collaborated closely with other healthcare providers and attended various road shows of company.
- ✚ Provide direct patient care by taking medical histories, charting vitals, and assisting in examinations and procedures.
- ✚ Sometimes had been perform more advanced tasks under supervision of a nurse, which is include cleaning and dressing wounds, removing sutures, collecting blood as well as administering medication.

1st August 2013 – Oct 2014 :

Alpha Gas Solution

Position : Admin & Account Assistant

August 2009 – May 2010

Sin Line Tek Electronic Co Sdn Bhd

Position : Warehouse Assistant

EDUCATIONAL BACKGROUND

Mahsa University College (2010 – 2013)

Diploma In Physiotherapy

✚ CGPA: 2.92/4.00

Hin Hua High School (2003 – 2008)

- ✚ Unified Examination Certificate (UEC) Senior Middle Level (2008) – 2A, 7B
- ✚ Sijil Pelajaran Malaysia (SPM) (2007) – 1A, 3B, 4C
- ✚ Unified Examination Certificate (UEC) Junior Middle Level (2005) – 2B,4C, 1D

EXTRA CURRICULAR ACTIVITIES

1. Health Foot and Spine Carnival (Myortho)
2. Completed training program in Active Support, Classroom Strategies, Use Of Technology In The Classroom, Behavior Management and Physiotherapy Strategies sponsored by The Apex Club Of Blaktown Australia And The Apex Club Of Klang.
3. Program Basic Life Support (BLS) sponsored by KPJ Klang Specialist Hospital
4. Participation Neuro – Sound Therapy Clinical Workshop at Faculty of Education, University of Malaya.
5. Soka Gakkai Malaysia – Selangor Branch Young Women Division Chapter Chief

SKILLS

- ✚ **Language** : English, Chinese, Malay, Hokkien, Cantonese
- ✚ **IT Skills** : Proficiency in Microsoft Office Applications such as Microsoft Word, Excel and Powerpoint

CLINICAL PLACEMENTS EXPERIENCE (During Diploma Program)

1. **Hospital Kajang (10 Weeks)**
 - ✚ Experience in treating all different kind of Cardiorespiratory cases and Musculoskeletal cases
 - ✚ Experience in ICU treatment.
2. **Hospital Bahagia Ulu Kinta, Perak (4 Weeks)**
 - ✚ Experience in treating various Musculoskeletal cases such as Trigger finger, Fracture, Osteoarthritis, Spondylosis, Low Back pain, etc for out-patient and in-patient
 - ✚ Experience in Neuro cases for out-patient.
 - ✚ Exposure and group exercise therapy to Psychiatric patient
6. **National Stroke Association of Malaysia (NASAM), Perak. (9 Weeks)**
 - ✚ Experience in Neuro cases
 - ✚ Conducting Group Therapy and individual treatment for Stroke patient
7. **Yayasan Sultan Idris Shah, Ipoh, Perak (9 Weeks)**
 - ✚ Experience in treating Pediatric Cases such as Global Development Delay, Cerebral Palsy, Muscular Dystrophy, Hydrocephalus, Spinal Bifida.
 - ✚ Exposure to rare pediatric cases such as Morquio Syndrome, Di George Syndrome, West Syndrome, Ehlers-Danlos Syndrome
 - ✚ Hydrotherapy and Play Therapy for Pediatric
8. **Lions Nursing Home, Sarawak (2 Weeks)**
 - ✚ Conducting Group Therapy for Geriatrics patient
 - ✚ Individual treatment for Geriatrics patient

I look forward to have a further discussion on my qualifications and experiences in a possible meeting with your good self.

Thanks you in anticipation.