

Resume

Name: Lily Chua

DOB, Age: 21.12.1972, 46 years old

Marital status: Married with 2 teenaged daughters

Address: 52 Hougang Street 11, #10-08, Central View
Singapore 538750

Contact: +6597100 492

Highest Qualifications: Tertiary (Bachelor of Science in Psychology)

Working experiences:

1995 – 2006: 12 years of working experience in multinational corporations as personal assistant and executive secretary to group managing directors in hospitality trade, holding companies of shipping and timber industry.

2006 – 2012: Stayed home to educate my two daughters in their formative years.

2012 – 17 Dec 2015: Decided to return to workforce after my eldest daughter completed her primary school, while still coaching my second daughter from primary 4 to 6.

Hence, decided a slow transition to workforce by accepting a job at the current clinic (The Chest & Internal Medicine Clinic with Dr. Amy Stebbings) so as to maintain work-family life balance.

Main duties at clinic:

- Oversee daily operations of the clinic to ensure a smooth and efficient delivery of patient care services including management of complaints, enquiries and special requests such as processing medical reports, insurance claims and arrangement of hospital admissions.
- Supervision of junior clinic assistants, including staff duty roster and ensuring effective and accurate communications among colleagues so as to work effectively as a high performance team.
- Chiefly in charge of liaison with external vendors/stakeholders such as arrangement of home physiotherapy for discharged patients, arranging trial

sessions of oxygen concentrators for patients and sleep studies.

- Chiefly in-charge of clinic administration such as assisting doctor to process reply letters to referring doctors, or updating other doctors who are also involved in the co-management of mutual patients.
- Accounting work of the clinic including preparation of staff salary, payments to suppliers, compilation of relevant paperwork to clinic's accountancy firm and assisting in preparing profit and loss statements on a half- yearly basis as well as billing insurance companies.
- Oversee drug procurement and stock (drugs) inventory level
- Oversee and ensure proper record management (i.e., case notes, laboratory and radiologic results of patients to ensure confidentiality of data management)

Reasons for leaving:

- In pursuit of a better job match with my qualifications with a keen interest to serve a wider community.
- Decided to return to my administrative experience to continue to contribute to our Singapore society in a healthy, positive and meaningful manner.

2006 to Dec 2016:

- * Part-time Administration Manager at The Best Tuition Centre LLP

2017 to present:

- * Full time Administration Manager at The Best Tuition Centre LLP