

MARICAR MARIANO SABALA



Dubai, United Arab
Emirates

Mob: +971-567163046

Email:

maricar_sabala@yahoo.com

sabalamaricar35@gmail.com

About Me: Date

of Birth:

03 November 1985

Visa Status:

Husband Visa

Nationality:

Philippines

With UAE

Driving License

COMPANY PROFILE:



Specialization in Neuro-Spinal, Plastic Surgery, Cosmetic Skin Care and Dentistry and goal is to provide you with a unique set of Health and Medical Services for a healthier lifestyle and positive self-image

CAREER OBJECTIVE

To obtain a position in a progressive organization offering opportunity to establish career growth and professional advancement, thus integrate the knowledge, training and expertise that I have gained in my field of specialization for the growth of the company where I belong.

SKILLS PROFILE

- Proficient in IMS Standards (ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018)
- Proficient in ISO 9001:2015 QMS Clauses and Quality Procedures
- Proficient in ISO 45001:2018 OHSMS Clauses & OHS Manual
- Able to learn new task, goal oriented and enthusiastic and Excellent phone Manner
- Willing to try new things and interested in improving efficiency in assigned tasks
- Good English written and verbal presentation and High level of computer literacy
- Accurately and establish a systematic filing of documents
- Smoothly handles fast-paced and highly pressured situations and works with high quality and standards
- High level inter-personal skills and the ability to interact with senior members of management & Self-discipline and high level of personal integrity
- Graduated from the Central Colleges of the Philippines with a degree in Bachelor of Science in Business Administration major in Management
- With UAE driving License

WORK EXPERIENCES

Montreal International Clinics

Villa 345, Jumeriah 2, Beach Road,
Dubai, UAE

August 28, 2023 – Present

Duties and Responsibilities:

- Greet and assist patients and visitors with a warm and welcoming attitude.
- Register new patients, update existing patient records and verify insurance information.
- Schedule patient appointments, manage cancellations or rescheduling requests, and maintain the appointment calendar
- Answer and manage phone calls, take messages, and provide information about the medical center's services. Respond to emails and inquiries in a timely and professional manner
- Efficiently handle patient check-ins and check-outs, ensuring all necessary documentation is completed, including collection of copayments and outstanding balances.
- Assist with various administrative tasks, such as maintaining patient files, scanning documents, and processing medical records requests. Handle faxing, copying, and other clerical duties as needed.
- Maintain patient confidentiality and adhere to all healthcare regulations
- Ensure the reception area is clean, organized, and well-maintained. Coordinate with maintenance staff for repairs and upkeep.
- Handle patient complaints or concerns with professionalism and escalate issues as necessary to ensure patient satisfaction.
- Collaborate with healthcare providers, nurses, and administrative staff to ensure smooth patient flow and efficient operations
- Coordinate with insurance company for eligibility/ coverage of patient treatment
- Perform any other related duties and/or assignments as directed by the Clinic Manager and Managing Director



Providing dental services in orthodontics, pediatrics and general dentistry and expanded to implants, surgery and cosmetics

Oaiss Braces Center LLC

Building 12, Marina Square, Tamouh Tower, Al Reem Island, Abu Dhabi, UAE

August 07, 2021 – August 07< 2023

Receptionist / Call Center / Admin / Quality Controller

Duties and Responsibilities:

AS QUALITY CONTROLLER cum ADMIN

- Adhere to the vision, mission, principles and standards of the clinic and comply with the policies and regulations of DOH, ADHICS, and JAWDA - Tasneef in all terms as required
- Provide guidance to the organization and support the operation process in order to maintain and continually improve the safety culture and performance of the clinic following the integrated management system
- Overall responsible for successful implementation of the company's policies.
- Coordinate and organize appointments and administration to facilitate the efficient running of the dental office.
- Develop and implement, review and update a comprehensive set of quality and safety policies and procedures as per DOH, ADHICS, JAWDA, and OSHMS.
- Coordinate and support JAWDA-Tasneef and DOH regulatory audits.
- Ensure internal audits are performed in regular intervals as per the requirements of the clinic.
- Review, monitor, and conduct random audits for all departments to check compliance with the quality criteria in line with DOH, ADHICS, JAWDA, and OSHMS.
- Document all incidents/accidents and take necessary corrective action.
- Ensure that proper corrective actions are identified and implemented.
- Ensuring all policies and forms are up to date and are being implemented by all Staff
- Distinguish relevant circulars set by government sectors such as DOH that need to be carried out in the facility
- Monitor all employee health records e.g., Covid-19 PCR Test Reports & Vaccination Reports, for submission and documentation
- Updating and maintaining records of employee files

AS RECEPTIONIST CUM CALL CENTER

- Greetings patients and visitors, answering the telephone, and answering any queries in a professional and courteous manner.
- Assisting in filing up patients' records
- Registration and checking in and out of the patients
- Update patients' personal information and check insurance eligibility, and take signatures for pre-authorization and completion forms as required.
- Taking primary consents and forms from the patients
- Payment collection, handling all cash transactions and providing receipts
- Prepare patients' document request such as attendance letters, appointment letters etc...
- Filing and other administrative duties such as daily patient logs, Staff Attendance log, cash patient account statements
- Schedule appointments between doctors and patients
- Directing and ushering patients to their respective rooms.
- Ensure that all the required forms in the reception are always available.
- Maintains a clean, neat and organized reception area.
- Maintains safe and clean working environment by complying with procedures, rules, and regulations
- Contributes to team effort by accomplishing related results as needed
- Protects patients and employees by adhering to infection-control policies and protocols and assist in implementing infection control regulations and standards in the clinic.

COMPANY PROFILE:



One of the best class in QHSSE services including OSHAD Auditing & or Consultancy, Consultancy for ISO Certification of Management Systems against 9001, 14001, 45001 etc and ACTVET accredited Training to help clients meet their ever growing challenges in the areas of quality, health, safety and environment.

COMPANY PROFILE:



GQMS is a local register name of QEC Certification in Abu Dhabi, UAE. A global provider of management systems assessment (ISO 9001, 14001, 45001 & 27100) & certification process. To provide a competitive certification audit services, meeting UKAS regulatory requirements and to assure organizations management and products excellence. QEC has built its reputation on providing value of money with remarkable customer service

- Participate in weekly meetings or trainings and recommend suggestions on how to improve the work and increase the efficiency of the company.
- Report any issue, concern, or problem that may affect the performance of work.
- Perform other related tasks and responsibility that may be assigned by immediate superiors.

BUSINESS EXCELLENCE SAFETY CONSULTANCY

Rainbow City Pharmacy Building 6, M4, Mussafah, Abu Dhabi, UAE

July 08, 2019 - July 25, 2021

As a Senior Marketing Specialist

Duties and Responsibilities:

MARKETING/OPERATIONS

- Liaison and coordinate with your colleagues in order to foster a team spirit and help them in regards to skills including effective communication, sharing with them product & market knowledge, how to set pricing, how to negotiate to close a deal, how to make an effective follow-up and other such things
- Browse to find potential clients and contact the most relevant person telephonically and offer our services
- Brief the potential client on the products, they are interested in, in a complete and accurate way
- Keep accurate and detailed records of calls made and results achieved (both success and failures)
- Demonstrate a thorough understanding of our products and services to clients at their venues, If required to visit client
- Maintaining business correspondence with clients and companies
- Monitoring and analyzing of all sales activities, reporting, and maintaining sales files
- Develop and maintain a filing system
- Carry out administrative duties such as filing, typing, copying, binding, scanning
- Compliance with financial policies and procedures of company
- Preparing Proposals/Quotations, tenders, Tax Invoice, Payment Receipt and all applicable documents as per company policies and procedures.

GULF QUALITY MANAGEMENT SERVICES

Shabia 9, 97 Building, Mohammed Bin Zayed City, Mussafah, Abu Dhabi, UAE

September 02, 2013 - June 22, 2019

As a Senior Marketing Executive

Duties and Responsibilities:

- Carry out direct marketing activities such as telemarketing and research to market the ISO Certification.
- Make outbound calls and receive incoming calls
- Contact businesses and private individuals by telephone to promote services
- Follow communication procedures, guidelines and policies
- Provide products and service information to potential customers
- Research required information using available resources
- Obtain customer information including names and addresses
- Record customer details including reaction to the service offered
- Obtain contact details of potential customers from sources including telephone directories and purchased lists
- Schedule appointments for sales staff to meet prospective customers
- Answer telephone calls from potential customers who are responding to advertisements
- Contact customers to follow up on initial interaction
- Report any enquiry, request, recommendation or feedback received from client/s while marketing the ISO Certification.
- Report all potential client/s and schedule meeting / conference direct to the Marketing Manager.
- Report any issue, concern, or problem that may affect the performance of work

- Perform all coordinator work required during the actual course delivery in the most professional manner.
- Interview all course participants and report all feedback to the quality officer/manager.
- Maintains a complete file of all documents both hard and soft copy
- Implements a system of monitoring and tracking the status of project documents
- Perform other work related tasks and responsibility that may be assigned by immediate superiors.

EDUCATION

Bachelor of Science in Business Administration major in Management

Central Colleges of the Philippines

Graduate: October 2006

TRAININGS

ISO 45001:2018 OHSMS Clauses & OHS Manual (3 Fold Training Centre)

Integrated Management System Internal Auditing: Process & Performance Based

Approach (ISO 9001:2015, ISO 14001:2015, ISO 45001:2018) (Q.H.S.E Learning Center)

Information Security Mngt System (ISO27001-2013) Awareness Training – Quality Plus

Basic First Aid Training – Elite International Training and Consultancy

DOK32 System (IT Flakes)

Languages:

- English:Fluent (reading writing speaking)
- Tagalog (reading and writing speaking)

Reference

Will Furnished upon Request

Your Truly,
Maricar Mariano Sabala