

# CURRICULUM VITAE OF FRENZY T. LALUSIN

Muraqqabat Rd, Deira Dubai

[flalusin08@gmail.com](mailto:flalusin08@gmail.com)

+971547376907



## CAREER OBJECTIVES

- To expand my knowledge and capabilities in a globally competitive company with an opportunity for the development of my skills and training.
- To impart knowledge and skills that will greatly contribute to the development of your company.
- To be an effective and efficient employee.

## WORK EXPERIENCE

### Customer Service Representative – Al Tadawi Specialty Hospital (ER Dept)

Duration: May 2023 – Present

Reporting to: CSR Team Lead

#### Duties and Responsibilities

- Greeting and Welcoming Patients and Visitors
- Registration and Patient Check-In including IP Admission
- Managing Wait Times and Patient Flow
- Answering Inquiries and Providing Information
- Coordinating with Medical Staff and Departments
- Handling Billing Information
- Documenting and Updating Information
- Assisting with Emergency Procedures
- Emergency Protocols and Documentation
- Obtaining pre-authorization or prior approval in Eclaim from insurance companies

### Customer Service Representative – Aster DM Healthcare

Duration: January 2021 – April 2023

Reporting to: Clinic OIC

#### Duties and Responsibilities

- Greeting and welcoming visitors in an appropriate manner.
- Responsible for maintaining and updating patient medical records
- Appropriately scheduled patient appointments for consultations, evaluations, treatments, follow-up or re- evaluation.
- Ensures questions and concerns are processed and communicated with patients and referral sources both verbally and in writing in a timely manner.
- Recommends potential products or services to management by collecting customer information and analyzing customer needs.
- Resolves product or service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment and following up to ensure resolution.
- Ensure patients are informed if a doctor is running late or called out.
- Ensure the reception area is well maintained, neat and clean.
- Check with the Insurance Coordinator for cases requiring approvals.
- Check with the Insurance coordinator about the packages covered.

- Receive Patient File.
- Enter details into the system.
- Verify insurance/benefit coverage and collects co-pays and/or payment toward account balances at the time of service.
- Collect money from patients.
- Make Backdate billing for pending approvals.
- Make call back & follow up with patients if required.

## **Customer Service Representative – Al Fahidi Gastech LLC**

**Duration: October 2018 – December 2020**

**Reporting to: Operations Manager**

### **Duties and Responsibilities**

- Greeting and welcome visitors in an appropriate manner.
- Answering phone and email inquiries about gas connection, disconnection and gas recharge.
- Keep records of customer interactions by generating ticket numbers in Zendesk and close it once the issue has been resolved.
- Handle customer complaints, provide appropriate solutions and assist in their billing inquiries via email and call.
- Transfer received calls and forward emails to the department concerned
- Provide support for the accounts department by sending emails and outbound calls to clients for payment follow-ups.
- Arranging schedule for day-to-day Utility work and for gas meter reading & AMC.
- Sending email notifications to all clients for the scheduled gas meter reading & AMC.
- Coordinate with the client management for the schedule meter reading & AMC.
- Print, scan and upload gas connection and disconnection documents from and to Mfiles.
- Releasing refund cheque and maintaining logbook for it.
- Maintaining logbooks and summary report for Utility work.
- Supervise technicians under Utility department.

### **Educational Background**

**Tertiary: Bachelor of Secondary Education  
Major in English  
Kolehiyo ng Lungsod ng Lipa Batangas, Philippines  
2012 – 2016**

### **Key Skills**

- Communication Skills
- Customer Service Oriented
- Time Management and Organized
- Self-Motivated and Initiative
- Collaborative, Intrapersonal and Interpersonal Skills
- Adaptive and Flexible
- Capacity to adjust to new environments, challenges, and changes quickly
- Willingness to learn new tools, processes, or adapt to shifting goals and priorities.
- Computer Literate