

# ELENJOY BORJA

FRONT OFFICE & CALL CENTER OFFICER / MEDICAL INSURANCE COORDINATOR

## OBJECTIVE

To be able to work for a position that utilizes my skills & knowledge, acquire my personal/career advancement and contribute for the corporate growth through constant learning & research.

## CONTACT

+971 54 4766350

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## SKILLS

- ORGANIZED
- CUSTOMER SERVICE
- FLEXIBLE
- PROFESSIONALISM
- MULTI-TASKING
- SCHEDULING

## EDUCATION

Bachelor of Science in  
Secondary Education in  
Mathematics  
Eulogio "Amang" Rodriguez  
Institute of Science and  
Technology

2007-2011

## REFERENCE

Character References will be provided upon request.

## EXPERIENCE

### Medical Receptionist & Call Center Officer / Insurance Coordinator

Nasser Medical Consultant Centre, Dubai UAE

23 February 2019 – Present

Responsible for providing excellent customer service to patients, clients and insurance providers. Greeting patients and visitors and answering incoming calls promptly and courteously. Screening calls and directing them to the appropriate department or person. Preparing daily patient census reports and maintaining confidentiality of patient information. Coordinating with medical insurance providers to ensure timely billing and payment of claims. Preparing and submitting insurance claims and following up on outstanding claims. Resolving any billing or insurance-related issues with patients and insurance providers. Maintaining accurate records of all patient interactions and transactions

### Out-Patient Clerk / Receptionist / Medical Assistant Amina Hospital, Ajman UAE

20 April 2016 – 07 January 2019

Greeting and assisting patients with their inquiries and appointment scheduling, ensuring a high level of customer service and satisfaction. Collaborating with clinical staff to provide administrative support and help them stay on schedule. Coordinating with various departments within the hospital to ensure that patients receive appropriate care and services. Ensuring that necessary supplies were available and delivered promptly to the inpatient and outpatient departments.

### Administrative Billing Assistant

Kidney Health Dialysis Center, Philippines

24 March – 01 May 2015

Receiving payments from patients and other clients, including cash, cheques, and vouchers, and ensuring accurate recording and reconciliation of transactions. Issuing receipts, refunds, or change to customers in a timely and courteous manner, while maintaining appropriate documentation and controls. Assisting patients with their inquiries about billing procedures and policies, and providing accurate and helpful information to address their concerns. Collaborating with other members of the administrative team to ensure that billing and payment processes were efficient and effective, and that any issues or discrepancies were resolved promptly.

### Administrative Billing Assistant

Hemotek Renal Center, Philippines

31 May 2013 – 22 March 2014

Managing patient billing, including coding and processing of invoices and payments, to ensure timely and accurate billing. Maintaining detailed records of patient accounts, including billing and payment history, to facilitate effective follow-up and resolution of any issues or discrepancies. Collaborating with other members of the administrative team to ensure that billing and payment processes were efficient and effective, and that any issues or discrepancies were resolved promptly. Providing courteous and helpful customer service to patients, responding to their inquiries and concerns in a timely and professional manner.