

Johanna De los Reyes Castillo

PATIENT RELATIONS / CUSTOMER SERVICE REPRESENTATIVES

Email Address: Johannadelosreyescastillo@gmail.com

Mobile: +971 521 006384

Nationality: Filipino

Address: Dubai

Visa: Husband's Visa



PROFESSIONAL SUMMARY

Organized and efficient administrative professional with 2 years of experience in hospital settings. Proficient in handling patient records, appointment scheduling, billing support, and front-desk operations. Known for maintaining confidentiality, multitasking effectively, and providing exceptional service to both patients and medical staff.

CORE COMPETENCIES

- Patient record management
- Health care administration & operations
- Appointment Scheduling & coordination
- Insurance & billing Procedures
- Compliance with health care regulations
- Data entry & confidential documentation
- Communication & interpersonal skills
- Problem solving & decision making
- Multi-tasking & time management
- Team support & collaboration

PROFESSIONAL EXPERIENCE

Customer Service Representative- ALL Departments
Saudi German Hospital-Dubai,UAE (Bait Al Batterjee Medical)
December 2022-December 2024

- Greet and assist patients and visitors in a professional and friendly manner.
- Schedule, confirm, and reschedule patient appointments.
- Respond to patient inquiries in person, over the phone, or via email.
- Assist patients with billing questions, payment processing, and insurance verification.
- Prepare and manage daily reports, logs, and correspondence.
- Handle patient complaints or concerns promptly and professionally.
- Ensure smooth operation of daily administrative tasks.
- Enter, update, and retrieve patient and service data using hospital management systems.
- Work closely with doctors, nurses, and administrative teams to improve patient experience.

Receptionist cum Accounts
Ferdows Medical Center- Dubai,UAE
December 2021–August 2022

Office Staff / Document Controller- KSA
Arkan Jeddah Recruitment
August 2019-November 2021

Office Administrative Assistant
Boston Finance & Investment Corporation
April 2017-May 2019

Student Aid
Bacolod City College
April 2013-March 2016

EDUCATION

- Post Baccalaureate Degree (Supplemental)
Teacher Education Program
Carlos Hilado Memorial State College (SY 2017-2018)
- Bachelor of Science in Business Education -
Major in Marketing Management
Bacolod City College (SY 2012-2016)

AWARDS, TRAININGS & SEMINARS

- Communication Skills & Customer Service – May 2024
- AMLA (Anti Money Laundering)- July 2016
- Service Awardee & Best Project Award- March 2016

REFERENCE

Ms. Varsha Devre – Team Leader / Supervisor-SGHD (+971 555 625496)