



MARINEL A. DELA CRUZ

Experienced and detail-oriented medical receptionist with a strong background in administrative tasks, including managing physician schedules, appointment coordination, and patient records management. Patient-focused and approachable, dedicated to continuous learning and collaborating effectively with a passionate team of healthcare professionals.

Contact

+971- 58-250-7935

iamneldc@gmail.com

Husbands Visa

International City, Dubai UAE

Skills

- Patient Assessment
- Vital Signs Monitoring
- Patient-Centred Care
- Cardiopulmonary Resuscitation (CPR)
- Basic Life Support (BLS)
- First Aid
- Proper Hygiene
- Knowledge of medical terminology
- Attention to detail
- Multitasking and Prioritizing
- Anger Management Skills

Education

- **Nursing Assistant Professional Diploma**
Filipino Institute
Al Rigga, Dubai, UAE
Completed in August 2022
(720 Hours)
- **Associate in Health Science Education (AHSE)**
Calayan Educational Foundation Inc.
Quezon, Philippines
Completed in March 2008

Certifications

- Nursing Assistant Professional Diploma
(IOHP, London UK)
- Certificate of Achievement Al Rigga Campus Batch 12 - Top 5
(Filipino Institute FZ LLC)
- HIS Basic Life Support (2020) - DC Class
(Save Fast and Safety Training LLC)

Training

- Basic Life Support And First Aid Training

Experience

● Front Office Admin

- Revive Dental Clinic - Dubai
 - Schedule appointments and manage the appointment calendar
 - Greet patients and visitors with a friendly and compassionate demeanour
 - Check-in patients and collect necessary information accurately
 - Respond to patient queries and provide necessary information
 - Verify patient insurance information, eligibility and coverage
 - Handling submission of insurance approvals via E-claim link and insurance portals
 - Collecting payments, processing patient invoices and ensure accurate documentation of billing information
 - Generates daily and monthly sales reports, including detailed sales data for each doctor, to track performance and support decision-making.
 - Knowledgeable in creating dental report and adhere to confidentiality guidelines regarding patient information and findings
 - Process visas, licenses, and other permits for staff and facility to ensure compliance with legal and regulatory requirements.
 - Communicate effectively with doctors, nurses and other healthcare staff
 - Coordinate with medical director to facilitate smooth clinic operations

● Dental Receptionist

- New Ivory Dental & Implant Clinic - Dubai
 - Registering new patients and capturing all the required information
 - Greeting and welcoming patients
 - Scheduling and confirming patient appointments while managing changes, cancellations, and future appointments
 - Receiving orders from supplier and maintaining medical supply inventories
 - Answered phone calls in a professional and friendly manner while providing the required information
 - Handling petty cash and accountable for billing, completing claim forms, and mailing invoices and receipts to patients
 - Maintaining a clean and welcoming reception area

● Customer Service Representative

- Mckleenz Technical Services - Dubai
 - Responsible for daily appointment scheduling based on bookings obtained through the application and approved quotations
 - Carefully planning the schedule by considering the request, time, location and cleaners' availability
 - Preparing the schedule ahead of time for upcoming holidays and changes required by the operations
 - Responding to customer via phone, chat and email
 - Keeping track of contract clients account for updates and renewal reminder
 - Communicating complaints and all other concerns for the proper channel to resolve

● Customer Service Executive

- Apex Technical Services - Dubai
 - Providing excellent customer service and good rapport via phone and live chat.
 - Knowledgeable in using Dynamics 365-CRM, Freshbook, Voxbay, X-Lite and Live Chat Support.
 - Processing bookings and requests from customers while assigning jobs to technicians
 - Contacting customers to confirm their bookings via phone and email
 - Collecting payments from customers over the phone
 - Updating and creating sales reports to be submitted on a daily basis
 - Induce customers to use our service for profitable sales