



Eloisa F. Dumael

OBJECTIVE

A hardworking and dedicated professional looking forward to working in a reputed organization that provides opportunities for career growth and advancement, actively participates in the achievement of its objectives, and strives to bring continuous accomplishment to the company.

EXPERIENCE

FRONT DESK

GSM Medical Center June - September 2025

- Welcome patients and assist them with their booked or required appointments
- Book and rebook patient appointments in the system
- Register all patient bookings, whether cash or insurance.
- Guide patients to the doctor after taking vital signs.
- Collect payments (cash, card, Tabby, or Tamara)
- Check emails for laboratory test results and request necessary approvals.
- Send emails for dental and laboratory test approvals.
- Share laboratory results and dental approvals with patients.
- Send WhatsApp messages or call patients regarding upcoming appointments.
- Coordinate with the insurance team on patient policy, expiration, and eligibility.
- Communicate with doctors regarding patient needs and requests.
- Perform daily closing of bills in Cortex.

SOCIAL MEDIA OPERATOR / CUSTOMER CHAT SUPPORT

Pinoy Tourism & Travels LLC UAE January 12, 2021 - January 28, 2023

- Managed accounts and social media platforms (WhatsApp, Facebook, Instagram, email, Google Messenger, Google My Business, Tik Tok-Vlogger: Bheng's Hyu).
- Respond to client communications across all channels, including inquiries, consultations, complaints, and suggestions.
- Implementing and monitoring the company's social media strategy.
- Creating content, marketing products, and broadcasting across many channels.
- Generating 150-200 leads every day across platforms, daily, weekly, and monthly marketing reports based on customer referrals and demand.

ACCOUNTS ASSISTANT

Saud Shehatha Construction Dubai, UAE January 2020– November 2020

- Handling Petty Cash (E-Dirham) Account and Noqodi Account in the database.
- Filing the bank files and the monthly bank reconciliation.
- Entering journal vouchers, cash payment vouchers, and payment vouchers in the system using Tally ERP 9.
- Coordinates with the PRO and Hr regarding daily expenses.

CUSTOMER SERVICE ASSISTANT

Fresh Concept Foods, Dubai UAE July 2017 to July 2019

- Answering client queries, providing product information, and ensuring customer satisfaction.
- Maintain facility area control sheets and monitor equipment.
- Assist the merchandiser with LPOs.
- Report client comments, ideas, and concerns to the supervisor promptly.
- Baking and arranging all the breads in the display case.
- Making coffees, sandwiches, and smoothies.
- Answering phone calls from customers and assisting them accordingly.
- Report to the Supervisor and Manager regarding the daily operation.

CONTACT

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EDUCATION

**SLSU-Judge Guillermo Eleazar
2005-2009
(Quezon, Philippines)**

**Bachelor of Science in Business
Administration**

SKILLS

Computer savvy (Microsoft Office applications, the Internet, and email)

Can write and speak proficiently in English

Has good facilitation and communications skills

Dependable, decisive, can work well under pressure and with minimum-supervision.

Has excellent interpersonal communication

REFERENCE

Available upon request