

ANNALYN G. DURAN

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Visa Status:

Visit Visa

Nationality:

Filipino

Language:

Tagalog & English

Education:

Bachelor of Science in Business
Administration Major in
Management University of the
East March 2004

References:

Furnished upon request

Key Competency:

Results-driven Social Insurance Assistant and Administrative Coordinator with over 20 years of professional experience. Skilled in coordinating cross-functional teams, managing schedules, handling documentation, and providing comprehensive administrative support. Proven track record of exceeding performance targets and ensuring operational efficiency. Seeking a challenging role where I can leverage my extensive experience and strong organizational skills to contribute effectively to a dynamic and goal-oriented organization.

Work Experiences:**Philippine Health Insurance Corporation-Administration Section****Quezon City, Philippines**

January 2022 – June 2025

Social Insurance Assistance / Coordinator Benefits

- Reviewing and verifying the completeness of documentary requirements to determine member eligibility.
- Validating encoded hospital data against supporting documents for accuracy and compliance.
- Assessing Statement of Account charges versus PhilHealth claim benefits, ensuring adherence to the “Pay whichever is lower” policy.
- Segregating claims with system or policy discrepancies for membership updates and collection verification; coordinating with appropriate units for resolution.
- Documenting deficiencies and reasons for denial in validation reports for Return-to-Hospital (RTH) and denied claims.
- Sorting and routing RTH/Denied Claims separately from approved claims to the respective processing units.
- Encoding RTH and denied claims into the OMAR transmittal system.
- Referring to overlapping or double-filing claims to the Overlapping Claims Unit for further investigation.

UHBI-Paranaque Doctors Hospital

Paranaque City, Philippines

May 2015 – March 2021

Secretary / Accounting Staff

- Updating and reconciling payments and receivables from various Health Maintenance Organizations (HMOs) and industrial accounts.
- Monitoring aging schedules and ensuring timely follow-up and verification of overdue or unsettled accounts.
- Preparing and processing payment requests for approval, including professional fees (PF), instrument fees, utility bills (Globe, Sun Cellular, PLDT), and HMO-related payments to doctors.
- Reapplying and reconciling HMO payments with cashiers' collections and performing BPI account reconciliations.
- Generating financial reports such as the Summary Alpha List of Withholding Agents (SAWT).
- Monitoring land title records and supporting general administrative duties as assigned by the supervisor.

St. Michael Medical Center

Caloocan City, Philippines

December 2014 - June 2015

Secretary / Receptionist

- Handling incoming calls, answering questions, and directing calls to the appropriate staff member.
- Managing the clinic's appointment calendar, scheduling new appointments, and sending reminders.
- Assisting patients with necessary paperwork, updating patient information, and maintaining accurate records.
- Offering information about clinic procedures, policies, and services.
- Processing payments, assisting with insurance verification, and handling billing inquiries.
- Organizing and maintaining patient files, both physical and electronic.
- Handling incoming and outgoing mail, faxes, and emails.
- Monitoring and ordering office supplies and ensuring the reception area is well- stocked.
- Ensuring the waiting area is tidy, comfortable, and inviting.
- Communicating with doctors, nurses, and other staff members to ensure smooth patient flow and efficient operations.
- Performing various administrative tasks as needed, such as data entry, photocopying, and filing.

New San Jose Builders Inc

Quezon City, Philippines

April 2012 – April 2013

Admin / Coordinator

- Perform general administrative tasks, manage records, and support daily office operations.
- Assist with financial reporting, petty cash handling, and basic account reconciliation.
- Coordinate day-to-day activities, ensuring smooth workflows and resource availability.
- Serve as a liaison between internal teams and external parties for effective communication.
- Prepare reports, track project progress, and support timely execution of tasks.

B2B Cargo Care Corporation

Malabon City, Philippines

March 2007 - March 2012

Coordinator / Admin

- Preparing close-out documents as per client requirements.
- Preparing and compiling project close-out documents in compliance with client requirements.
- Coordinating and managing all incoming and outgoing shipping documentation to ensure smooth logistics operations.
- Creating and processing quotations, purchase requests, purchase orders, and invoices in alignment with procurement procedures.
- Organizing and maintaining contract documentation, including scope of work, BOQ, and technical drawings.
- Handling sensitive and confidential documents with discretion and professionalism.
- Maintaining organized filing systems and tracking logs to ensure accurate documentation and audit readiness.
- Support office administration functions including scheduling, communications, meeting coordination, and supplies inventory.
- Assist in vendor registration, onboarding processes, and contract renewals.
- Liaise with finance and procurement teams to ensure timely payment processing and resolution of invoicing discrepancies.
- Contribute to process improvement initiatives to streamline logistics and administrative workflows.