

JAKIELOU M. PALERMO

Front Desk Officer / Medical Receptionist | Healthcare & Hospitality

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PROFILE SUMMARY

Front Desk and Administrative Professional with 18 years of experience supporting healthcare and hospitality operations in high-volume, client-facing environments. Recently relocated to Dubai and bringing a strong foundation in patient and guest reception, appointment scheduling, records management, billing support, invoicing, and payment tracking. Highly experienced in coordinating with patients, physicians, insurance providers, and service teams, with skills that are fully transferable to UAE clinics, hospitals, hotels, and service organizations. Recognized for professionalism, adaptability, confidentiality, and consistent delivery of high-quality customer service in fast-paced environments.

WORK EXPERIENCES

CHARME RESORT – EVENT PLACE - PHILIPPINES

Front Desk Officer | January 2022 to November 2024

Managed front-desk operations and guest services for a high-traffic private venue, ensuring a welcoming, professional, and organized environment. Developed strong client-relationships, administrative, and operational skills applicable to healthcare, hospitality, and service organizations.

- Delivered exceptional front-desk and guest services, greeting and assisting clients and visitors with professionalism, ensuring positive and memorable experiences.
- Managed communications and administrative operations, handling calls, emails, bookings, and schedules efficiently while maintaining an organized, welcoming environment.
- Supervised financial transactions and inventory, including billing, payments, cash handling, and supply management, ensuring accuracy, accountability, and smooth operations.
- Resolved client inquiries and optimized service delivery, coordinating with teams to address concerns promptly and maintain high standards of professionalism and satisfaction.

MANILA DOCTORS HOSPITAL – PHILIPPINES

Medical Administrative Assistant | October 2006 to December 2021

Accomplished administrative professional with 15 years of experience supporting healthcare operations in high-volume, client-facing environments. Skilled in-patient reception, appointment coordination, billing, invoicing, records management, and payment tracking, with proven ability to collaborate effectively with patients, physicians, insurance providers, and service teams.

- Coordinated clinic operations and patient scheduling, managing daily appointments, physician calendars, and front-desk workflows to maximize efficiency and patient flow.
- Managed medical billing and insurance processes, including claims submission, reimbursements, account follow-ups, and accurate Excel-based financial reporting.
- Maintained patient records and confidential documentation, ensuring full compliance with DOH regulations, medical ethics, and data privacy standards.
- Provided clinical and administrative support, assisting physicians during consultations, resolving patient concerns professionally, and mentoring junior administrative staff.

ACADEMIC HISTORY

Associate in Hotel and Restaurant Management

University of Perpetual Help System – Dalta • 2002 – 2004