



Nelson Detera Legaspi

Customer Service Executive

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Address: Al Ain, UAE

AREA OF EXPERTISE

- Customer Service Ex
- Sales Associate
- Sales Coordinator
- Visual Merchandising
- Retail Sales
- Marketing and Promotions
- Customer Service
- Consultative Selling
- Inventory Management
- Diary Management

ADMINISTRATIVE ABILITIES

- Organizational Skills.
- Resolving administrative Problems.
- Maintaining an electronic and hard copy filing system.
- Internet Knowledge

PERSONAL ABILITIES

- Attention to details.
- Punctual and reliable.
- Can work Without supervision.
- Ability to cope and work under pressure.
- Ability to multitask and manage conflicting demands.

CAREER SUMMARY

Responsibilities include keeping the client database up to date, implementing business process improvement solution for effective customer service operations, and responding to customer's request and queries promptly. The most important aspect customer service in healthcare is: **Communication** – keeping patients informed and ensuring clarity in discussions about diagnoses, treatments, and procedures. **Empathy** – Understand the emotional stress that comes with medical issues. **Efficiency** – Minimizing waiting times and making processes seamless.

WORK EXPERIENCE

True Life Specialty Hospital – Al Ain Customer Service Executive – June 5 2021 up to present

- Greet and attend patients warmly & professionally.
- Coordinate physician schedules and maintain patient flow by communicating patient arrivals or delays.
- Scheduling telephonic, online as well as face to face appointments and effectively coordinate between Clients/patients and higher management and specialty.
- Electronically record financial, appointments and daily report in MS Excel.
- Medical terminology knowledge.
- Manage and schedule daily patient appointments by assigning to respective doctors, specialist and Laboratories

My Job Specifications at TSH Al Ain Customer Service Executive – June 5 2021 up to present

- Received and process daily telephonic and walk-in enquiries.
- Patient relations coordinator.
- Collected patient copayments and recorded payment transactions; obtained third-party payer authorization for services provided and communicated outstanding balances to insurance companies and patients.
- Marketing.
- Translator.
- Electronic Data Non electronic Data Entry.
- Ordered diagnostic and communicated results to patients.
- Work with corporate data warehousing team to input and maintain patient information in enterprise electronic medical record.

T. Choithrams & Son – Dubai – UAE
External Merchandiser @ Duty Free
January 2018 – May 2021

- Responsible for product appearance and supply in various store throughout their designated area.
- Working closely both suppliers and they make certain that the promotion of specific products and services will increase sales over a period of time.
- Responsible in updating daily sales and stock inventory.
- Provide accurate sales forecast to identify stock requirements.

Alkhaja Group (Sacoche / Paris Hilton Brand) – Dubai UAE

Sale Associate – August 2015 – August 2017

- Greet every customer and provide them with product and service inform to enhance customer service and meet sales goals.
- Perform Merchandising tasks.
- Administrative in receiving, checking, arranging and replenishing stocks delivered.
- Responsible in updating daily sales and stock inventory.
- Build rapport and provide excellent service to all customers.

EDUCATION

Bachelor of Science in Computer / Sorsogon, Sorsogon

Under Graduate

Sorsogon National High School Sorsogon, Sorsogon

1996 - 2000

Bitan-o Elementary School /Sorsogon, Sorsogon

1990 - 1995

PERSONALDETAILS

Gender: Male
 Date of Birth: April 16, 1982
 Nationality: Filipino
 Height: 5'6
 Religion: Roman Catholic
 Civil Status: Single
 Languages: English, Tagalog, Arabic

