

# Sashine Medina Bertumen

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## PERSONAL DETAILS:

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**Date of Birth** : 23 August 1986  
**Civil Status** : Single  
**Nationality** : Filipino

## CAREER OBJECTIVE

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To join a multi-national organization that will provide a wide range of opportunities for training and career development; an organization that will allow me to contribute by utilizing my experience, background and interests in sales, hospitality and health care services.

## PROFILE

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- Knowledge with different Medical terms and Insurance companies
- Ambitious, enthusiastic, trustworthy, reliable and hardworking professional
- Excellent interpersonal, communication, negotiation and analytical skills
- Self-motivated and able to work effectively with minimum supervision
- Practiced good time management and nursing skills
- Excellent team player with multi-tasking ability
- Proficient Computer Typing Skills
- Proficient in MS Excel, MS PowerPoint, MS Word and Outlook.

## WORK EXPERIENCE

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**Mediclinic City Hospital**, - Health Care City, Dubai

### ICU Ward Clerk / Secretary of the Head of Department

February 2018 till present

- ODU (Organ Donation) coordinator
- Responsible for providing comprehensive administrative support to the ward / department and supporting the Nursing and Medical staff to ensure smooth day-to-day running of the area.
- Ensure that stocks are maintained as per the par levels, generate re-order list and forward it to Inventory Supervisor.
- Coordinating within healthcare insurance in acquiring insurance approval for every planned procedure.
- Assist in special projects and initiatives as assigned by the reporting authority.
- Performs clerical and administrative tasks including drafting letters, memos, invoices, reports, and other documents.
- Arranges and schedule meetings, attends meetings, taking notes and recording minutes.
- Handles confidential and sensitive information with discretion and professionalism.

**Medcare Physiotherapy & Rehabilitation Center** - Sheikh Zayed, Dubai

**Customer Service Executive**

February 2016 to February 2018

- Provides Customer service support to the organization by obtaining, analyzing and verifying the accuracy of order information in a timely manner.
- Initiates and/or implements corrective action as needed in order to ensure that an excellent standard of service and a high level of customer satisfaction are maintained.
- Prepares customer service summary reports.
- Co-ordinates the handling of difficult and/or unusual situations.
- Acquaint patient's health support services, to include, but not limited to, answering phone calls, scheduling appointments, provide relevant information on health services of the hospital.

**Melia Hotel International** - Bur Dubai, UAE

**Guest Service Officer**

September 2013 to January 2016

- Dedicated to 100% guest satisfaction by providing prompt, efficient service and genuine hospitality
- Front desk duties include check-in/check-out processes and responding to customer enquiries
- Maximized revenue by promoting hotel services and adhering to credit/inventory control processes
- Made reservations in accordance with hotel's yield management practices
- Performed secretarial duties

**Golden Tulip Inns, Hotels and Apartments** - Sharjah, UAE

**Guest Service Agent**

September 2011 to 2013

- Performed secretarial duties (Copy, fax, internet and Cashiering)
- Provided guests with access to hotel services and assistance during their stay
- Coordinated with the housekeeping, bell service staff and management to fulfil guest requests
- Completed shift audits as required

**EDUCATION BACKGROUND**

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- **Bachelor of Science in Nursing**  
Iligan Medical Center College  
Iligan City, Philippines  
2006 to 2011

**CHARACTER REFERENCES**

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Available on request