

Junette Joy T. Libato

Address:

Al Waab street, The Village compound
Doha, Qatar

Contact details:

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- To enhance my knowledge and find myself in a job that offers challenges and opportunity while working in some of my area of expertise and working with others as a member to achieve advancement and growth for the company.
- To share, impart Skills, Knowledge, Talent and Wisdom to the Organization.
- To Secure a position with a stable and reputable organization that will lead to a long term career relationship
- To support and sustain my family financial needs.

General Summary:

- Well-verse in any Customer Service strategy and techniques.
- Ability to communicate both in written and oral
- Computer literate: MS Word, MS Excel and MS Power point
- Graduate of 4 years Degree in Bachelor of Hotel and Restaurant Management

Personal Data:

Age: 32
Height: 5'1
Weight: 48kg
Religion: Roman Catholic
Citizenship: Filipino
Civil status: Single
Language: English/ Tagalog
Passport No: P5907176A

Qualifications:

- Leadership Skills
- ability to work under stress
- Honesty and Integrity
- Dedication for work
- Professional competence and due care

Work Experience:

1. Current Job : Medical Insurance Approval Officer
Company : Future Medical Center- Al Waab Street. Doha, Qatar
Year : 2020-Present

JOB DESCRIPTION

- Coordinates the medication distribution process by reviewing clinical information, tracking previous history of the patients, processing electronic claims and obtaining prior authorization.
- Obtained proper notifications and authorizations to ensure coverage of patient procedures and medicines.
- Contacted Insurance companies regarding benefits and eligibility.
- Practiced professional telephone etiquette and customer service while making claim inquires and quickly resolving any patient complaints and concerns.
- Assisted patients with eligibility and benefit coverage questions.
- Coordinated claims processing, patient billing, and collections process.
- Remained up-to-date with all insurance coverage, exclusion, protocols and TOB.
- Coordinating with the nurses, customer care staff and pharmacist for the awareness of patient's co-insurance and co-payments.
- Attaching all invoices, laboratory reports, radiology report, prescription copy, etc. to the claim form before submitting.
- Knowledge in accessing HIS SYSTEM for patient's information such as previous visit, medicine history and previous laboratory investigation.
- Entering all correct information of the claim form to the e-claims system of HIS for all paperless insurance claims. Demonstrated strong attention to detail and ability to multitask within the fast-paced, high-pressure work environment.
- Uploading ICD10 codes based on given Diagnosis, Sign and Symptoms written on the Claim forms and submits for approval on each designated insurance portal.
- Creates claims using ICD-10, ICD-9 and CPT codes

2. Previous Job : Medical Receptionist/ Insurance Approval Officer
Company : Planet Medical Center- Al Waab Street. Doha, Qatar
Year : 2016- 2020

JOB DESCRIPTION

- Welcomes and greets all patients and visitors, in person or over the phone
- Individually ran front desk of thirteen doctors in the center.
- Answered insurance, prescription and billing questions.
- Acted as liaison and triaged between physician and patient walk in, wanting immediate appointment.
- Responsible for scheduling appointments, kept patient's information updated in computer at all times, performed other clerical duties as needed.
- Achieved effective work in a team as well as independently
- Successfully received and answered information about the patient medical insurance
- Answered phones, triaged calls
- Scheduled appointments in efficient and timely manner, by answering incoming calls and patients in person
- Provided customer service to existing patients with questions of insurance, referrals, clinic locations, and prescription refills.
- Typed medical letters according to the psychiatric diagnosis
- Collects patient co-payments, deductibles and balances.
- Proficient in Microsoft Windows and the Office Suite: PowerPoint, Microsoft Word, Excel Spread sheets, charts, pivot tables, and data processing.
- Called patients to remind them of their upcoming appointments, scheduled appointments.
- Answers the phone while maintaining a polite, consistent phone manner using proper telephone etiquette
- Registers new patients and updates existing patient demographics by collecting detailed patient information including personal and financial information
- Facilitates patient flow by notifying the provider of patients' arrival, being aware of delays, and communicating with patients and clinical staff
- Responds to inquiries by patients, prospective patients, and visitors in a courteous manner
- Keeps medical office supplies adequately stocked by anticipating inventory needs, placing orders, and monitoring office equipment
- Protects patient confidentiality, making sure protected health information is secured by not leaving PHI in plain sight and logging off the computer before leaving it unattended.

3. Previous Job : Mall Lease-Marketing Officer
 Company : Gaisano Grand Group of Companies
 Year : 2015-2016 (1years)

JOB DESCRIPTION:

- Responsible for the leasing / renewal of office shopping malls; handling all leasing and tenancy matters including tenancy administration, lease term negotiations, takeover and handover of premises, fitting-out works and ad hoc duties

- Assist the Assistant Director in conducting marketing research, analyzing data, compiling various reports and updating retail trend
- Maintain good relationship with tenants
- Presented available units and negotiated terms with prospects.
- Acted as a lead mediator between lessee and lessor and conducted site visits with prospects and their families.
- Performed due diligence on prospective renters and prepared approval notifications for qualified applicants.
- Responded to online queries and initiated meetings with prospective clients for unit viewing
- Attended monthly meetings of residents to ensure that all their concerns are promptly addressed
- Stay knowledgeable of the property market status
- Provide information on all aspects of properties (expansion, zoning, crime etc.)
- Negotiate leasing terms and conditions and close deals
- Ensure proper maintenance and inspect properties periodically

4. Previous Job : Front liner
 Company : Greenwich Food and Restaurant Corporation
 Year : 2011-2013 (3 years)

JOB DESCRIPTION:

- Greet customers entering establishments.
- Receive payment by cash, check, credit cards, vouchers, or automatic debits.
- Issue receipts, refunds, credits, or change due to customers.
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
- Maintain clean and orderly checkout areas.
- Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners.
- Issue trading stamps, and redeem food stamps and coupons.
- Resolve customer complaints.
- Answer customers' questions, and provide information on procedures or policies.
- Cash checks for customers.
- Monitor checkout stations to ensure that they have adequate cash available and that they are staffed appropriately.
- Post charges against patients accounts.

- Mango Park Hotel : Gorordo Avenue Cebu City, Philippines
Year : 2009 -2010
- EGI Hotel and Resort : So-ongMaribago Lapu2 ,Philippines
Year : 2013-2014

Educational Background

- COLLEGE : Bachelor of Science in Hotel and Restaurant Management
School : University of Cebu Main Campus, Philippines
Year Graduated : 2014
- SECONDARY : UNIVERSITY OF CEBU- MAIN CAMPUS, PHILIPPINES
Year Graduated : 2008
- ELEMENTARY : UNIVERSITY OF CEBU- MAIN CAMPUS, PHILIPPINES
Year Graduated : 2005

Seminars Attended:

- OTHM QUALIFICATIONS- Achievers Training Center Doha Qatar
"International Diploma in Nursing Assistant Level 4"
7th August 30 2023- at Mirqab Mall,Al Nasser Doha Qatar
- University of Cebu Main Campus Philippines
"Importance of Sales and Marketing in Hospitality Industry"
30th September 2010- at Dona Alicia Gotianuy Bldg.University of Cebu ,Philippines
- University of Cebu Main Campus Philippines
"Front Office Operations: Safety and Security begins in the Front Desk"
13th December 2010 -at Dona Alicia Gotianuy Bldg. University of Cebu , Philippines
- University of Cebu Main Campus Philippines
"Fathoming Customer Service Excellence: Winning and Keeping Customers through Contemporary Sales and Marketing Strategies"
21st February 2014 -at Dona Alicia Gotianuy Bldg. University of Cebu , Philippines
- University of Cebu Main Campus Philippines
"The Importance of Personality Development in Career Advancement"
5th December 2013 -at Alicia Gotianuy Bldg. University of Cebu, Philippines

➤ University of Cebu Main Campus Philippines

" Food and Beverage Production Waste Reduction and Regaining consumer trust"
24th January 2014-at Alicia Gotianuy Bldg. University of Cebu, Philippines

➤ University of Cebu Main Campus Philippines

"Housekeeping Trends & Standards for a Successful Hotel Growth & Development"
20th December 2013 -at Alicia Gotianuy Bldg. University of Cebu ,philippines

➤ University of Cebu Main Campus Philippines

" Bar Service and Operations - the Basic"
12-14 February 2009- at Alicia Gotianuy Bldg. University of Cebu, Philippines

I hereby certify that the above statement and information are true and correct to the best of my knowledge and belief and I understand that a false statement may disqualify me for benefits.

Junette Joy Libato

Applicant