

# DIANA NATHALIA MENDONCA

ADMINISTRATION | SECRETARIAL | RECEPTIONIST

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Visa: Employment Visa



## CAREER OBJECTIVE

To pursue a challenging career in a progressive organization, which is technically sound to apply my technical skills, experience, qualification, creativity and ability to achieve the goals set by the organization, which benefits both myself and to the company.

## SKILLS & EXPERTISE

- |                      |                   |                       |
|----------------------|-------------------|-----------------------|
| ◆ Microsoft Office   | ◆ Detail-Oriented | ◆ Self-Starter        |
| ◆ Time Management    | ◆ Presentation    | ◆ Multi-Tasking       |
| ◆ Strategic Planning | ◆ Research        | ◆ Travel Arrangements |
| ◆ Resourcefulness    | ◆ Filing          | ◆ Organized           |

## CAREER HISTORY

### CUSTOMER SERVICE AND DATA ENTRY OPERATOR (Contract)

Feb 2021 – Till date

*American Hospital – Dubai, UAE*

- ◆ Welcome customer / patients as they arrive at the CSR counter and inquire into how they would like to be assisted.
- ◆ Provide necessary information regarding the facility's services and doctors' availability.
- ◆ Obtain necessary patient information such as medical histories and insurance information and ensure that it is properly processed and recorded.
- ◆ Contact insurance companies to verify coverage and benefits and provide doctors with feedback on coverage and co-pays.
- ◆ Assist patients in understanding how their insurance coverage works and calculate and present co-pay.
- ◆ Execute medical equipment and supplies orders from vendors and suppliers and ensure that they are expedited.
- ◆ Follow-up with doctors and nurses to obtain necessary information to complete patients' records.
- ◆ Process payments for services rendered and assist with the billing procedure.
- ◆ Provide feedback and information to coding and billing personnel in a bid to streamline accounting processes.
- ◆ Respond to queries from customers / patients / family members and insurance companies over the telephone and through emails.
- ◆ Monitor call status for responses from various departments to ensure that call returns are done in a timely manner.
- ◆ Follow-up with callers within a specified period of time (24 hours usually) to ensure customer satisfaction.
- ◆ Insert customer and account data by inputting text based and numerical information from source documents within time limits.
- ◆ Compile, verify accuracy and sort information according to priorities to prepare source data for computer entry.
- ◆ Review data for deficiencies or errors, correct any incompatibilities if possible and check output.
- ◆ Research and obtain further information for incomplete documents.

- ◆ Apply data program techniques and procedures.
- ◆ Generate reports, store completed work in designated locations and perform backup operations.
- ◆ Scan documents and print files, when needed.
- ◆ Keep information confidential, Respond to queries for information and access relevant files.
- ◆ Comply with data integrity and security policies, Ensure proper use of office equipment and address any malfunctions.

## **ADMINISTRATIVE ASSISTANT**

**Jan 2017 – Jan 2021**

*Acciona Construcción SA – Dubai, UAE (ExpoLink)*

**Project: Route 2020 Metro Rail Project**

- ◆ Provide general administrative and clerical support including correspondence, reports, drafts, memos, mailing, scanning, faxing and copying to management
- ◆ Preparing Daily Working Reports, Manages daily activities of office as well as company-wide projects and activities.
- ◆ Maintain supplies inventory by checking stock to determine inventory level, anticipating needed supplies, placing and expediting orders for supplies, verifying receipt of supplies.
- ◆ Arranging flight tickets & hotel bookings to the staffs from the travel agency get the best quote and sent for approval to the management and verify receipt.
- ◆ Provide employee with travel information and ticket booking details.
- ◆ Submit and reconcile expense reports, develop and maintain a filing system.
- ◆ Coordinating building and maintenance issues for general repair.
- ◆ Maintaining company's equipment's databases.
- ◆ Preparing regular administrative reports, handle administrative issues and assist in resolving, finding ways to improve administrative processes.
- ◆ Maintain front desk procedures including contact information, directions and frequently requested company information.
- ◆ Provided administrative, financial, and logistical support to several different projects.
- ◆ Coordinated and participated in training and development for new employees and existing employees respectively.
- ◆ Submitted accurate and detailed monthly reports on financial and administrative operations.
- ◆ Liaise with executive and senior administrative assistants to handle requests and queries from senior managers.

## **ADMINISTRATIVE ASSISTANT**

**May 2014 – Jan 2017**

*International Electronic Security – Dubai, UAE*

- ◆ Preparing the Audit Inspection & Re-inspection reports.
- ◆ Updating the Audit Report Records in the system.
- ◆ Preparing the Invoices, Receipts & Filing the Audit Reports.
- ◆ Sort and distribute the incoming mail to areas and staff within the organization and dispatch outgoing mail.
- ◆ Answer telephone enquiries from clients, attended to visitors and assists other staff in the organization with their enquires.
- ◆ Operate a range of office machines such as photocopiers, computers and faxes.
- ◆ Develop and maintain the clients and business partner database.
- ◆ Check and inspect the accuracy of accounts receivable and payable ledgers.
- ◆ Updating the portal "Set as Completed" once Audit report is paid.
- ◆ Assuring Not Approved and Approved report to the client upon payment of Cash/ Cheque.
- ◆ Releasing the Audit Reports to the clients.

- ◆ Establish working relationships with company's staff, business partners and clients.
- ◆ Promote the use of the audit and consultancy proposal.

### **SECRETARY CUM ADMINISTRATIVE ASSISTANT**

**Jul 2010 – April 2014**

*Puthran Chartered Accountants – Dubai, UAE*

- ◆ Preparing Audit Proposals and Weekly Time Sheet.
- ◆ Sending monthly Client Requirement Letters to the clients.
- ◆ Maintaining Outstanding Staff wise Collection.
- ◆ Preparing the Invoices, Receipts & Maintaining confidential records and filing.
- ◆ Preparing the six months ISO Audit Requirements.
- ◆ Maintaining the Staff Attendance & Daily work schedule of the Staff.
- ◆ Attending the Phone Calls, Mails, Co-ordinate with the Clients.
- ◆ Drafting the Letters and other documents.
- ◆ Managing Diaries and making appointments.
- ◆ Preparing and disturbing papers and documents for meetings.
- ◆ Operate a range of office machines such as photocopiers, computers and faxes.
- ◆ Preparing Daily Working Reports.

### **EARLY CAREER HISTORY:**

#### **ADMINISTRATIVE ASSISTANT & SALES COORDINATOR**

**Nov 2006 – Mar 2010**

*Sapphire Micro Systems – Mangalore, India*

### **EDUCATION / TRAINING**

- HSC - St. Mary's Pre University College - Shirva, Mangalore, India
- Diploma in Computer Science Engineering - Nitte, Mangalore, India
- Diploma in Computer Hardware and Networking Engineering - Udupi, India