



Holy Joy Reyes

Healthcare Executive

My long-term experience in the service industry has taught me how to meet and exceed each customer's expectations with service that sells. I have assisted all types of customers in all types of settings. Customer service has been the core of my career all along. Experienced customer-oriented individual with strong work ethic, ability to escalate issues appropriately. I provided a professional assistance and administrative assistant from three companies in Dubai, UAE from 2007 -2014. I found an opportunity to work in the same niche as Front Office Executive in a medical Field-NMC Royal Women's Hospital. I have prowess in building professional relationship with patients coupled with trainings in providing professional assistance that put me in good stead in a profession where I assist patients to complete all necessary documentation including medical insurance.



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Abu Dhabi, United Arab Emirates



holygleane



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SKILLS

Management Skills, Interpersonal Skills, Communication, Active listening, Customer Service

UAE DRIVING LICENCE

LANGUAGES

Arabic
Limited Working Proficiency

English
Full Professional Proficiency

WORK EXPERIENCE

Senior Front Office Executive

Nmc Royal Women's Hospital

06/2015 - 06/2019

Abu Dhabi City

NMC Royal Hospital is the 1st dedicated private mother and child hospital in the emirate of Abu Dhabi. The 80 bed hospital, managed by NMC Healthcare.

Achievements/Tasks

- Obtains current patient information from established and new patients.
- Accurately enters/updates patient information in Insta HIS system.
- Identifies payer source, verifies insurance eligibility, financial status.

Senior Front Office Executive

Enspa Limited (The Nail Spa)

06/2012 - 11/2014

Dubai City

The Enspa Limited is the main Head Office of Nail spa in dubai for 10 years in the UAE beauty business.

Achievements/Tasks

- Answering inquiries and providing accurate information to the clients.
- Sells additional services by recognizing opportunities to up-sell and explaining new features.
- Responsible for all the customer service & daily report of the spa.

Assistant HR Executive

Royal Island Beach Club - FZE

09/2011 - 05/2012

Dubai City

The 1st spectacular development in the Arabian gulf of the gulf coast of the emirates of dubai .

Achievements/Tasks

- Part of the opening team.
- Organizing and coordinating meetings and conferences.
- Communicate verbally and in writing to answer inquiries and provide information to the staff.

CERTIFICATES

Cardiopulmonary Resuscitation (08/2017 - 08/2017)

ACHIEVEMENTS

Employment of the Month (12/2018 - 12/2018)

December 2018 Customer Service

EDUCATION

Bachelor Science of Hotel And Restaurant Management

Lyceum of the Philippines

Manila Philippines