

**BIANCAMILLE R. FERNANDEZ**

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**WORK EXPERIENCE**

RECEPTIONIST – Temporary (Oct 2020- Sept 2021)

Aqualine General Trading LLC

Garhoud, Dubai

- Greet and welcome guests as soon as they arrive at the office.
- Provide basic and accurate information in-person and via phone/email.
- Maintain office security by following safety procedures (temperature checking, social distancing, and use of hand sanitizer).
- Update calendars and schedule meeting
- Update files such as Purchase Order list, Delivery Notes.

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BUSINESS CENTER EXECUTIVE (Dec 2018- Feb 2020)

Midtown Business Center

Barsha Heights, Tecom Dubai

- Providing reception services including greeting visitors, operating a booking in/out system for visitors, operating the telephone switchboard, and giving out information for enquiries;
  - Providing an administrative and clerical support service to tenants, including operating a telephone message taking and answering service for tenants when appropriate arrangements have been made;
  - Providing a conference room booking service for tenants including setup and arranging the rooms and equipment as requested;
  - Assistance with the general administrative and clerical duties within the section relating to business center, including the use of spreadsheets to process invoices, receipt, reports, and logging support service costs provided to tenants;
  - Create contracts such as Ejari and Serviced Office Agreement;
  - Dealing with tenants' issues and reporting to management for action;
  - Ordering and maintaining office stationery supplies;
  - Managing Petty Cash transactions;
  - Deposits cheque/ cash collection to bank as needed.
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CUSTOMER RELATION SPECIALIST- Logistics (May 2016-Aug 2018)

LBC Express Inc

Al Quoz, Dubai

- Building customer relationships and providing excellent customer service.
- Managing shipments from origin to destination to ensure customer satisfaction.
- Validating and confirming all sea/air shipment bookings.
- Send new shipment bookings to customers.
- Create pick up request of shipments.
- Direct customer questions/concerns to the correct department for handling and respond with an answer to the customer.
- Answer inquiries thru the social media account of the company.

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QUALITY ASSURANCE SPECIALIST / TRAINER (Mar 2012- November 2015)

UnitedHealth Group

McKinley Hill, Taguig City, Philippines

- Perform audits and provide feedback to Team Managers and Trainers.
- Achieve daily, weekly and monthly quality monitoring goals for calls in accordance with specified standards.
- Provide performance feedback on all monitored calls to increase service quality.
- Generates and maintains daily/ weekly/ monthly reports and databases.
- Participate in supporting training department by training new hires and existing staff in QA processes and customer service skills, nesting with new trainees.

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MEDICAL CLAIMS SPECIALIST- AETNA Health Insurance (July 2009-Dec 2011)

Hinduja Global Solutions Ltd.

Eastwood City, Libis Quezon City, Philippines

- Determines covered medical insurance losses by studying provisions of policy
- Determine coverage, complete eligibility verification for health insurance.
- Documents medical claims actions by completing forms, reports, logs, and records.
- Ensures legal compliance by following company policies, procedures, guidelines, as well as state and federal insurance regulations.
- Maintains quality customer services by following customer service practices; responding to customer inquiries.
- Identifies and reports possible claim overpayments or underpayments.

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TELEMARKETER- Int'l Market (May 2007- Aug 2008)

Bayan Telecommunications Inc.

Diliman, Quezon City, Philippines

- In- charge of telemarketing the product and service of the company
- Call out prospective clients
- Follow- up payments and application form of the clients
- Handled the UK, USA and Japan market.

## **EDUCATIONAL ATTAINMENT**

**Bachelor of Science in Psychology  
University of Santo Tomas  
España, Manila, Philippines 1008**

**2003-2007**

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## **PERSONAL DATA**

Nationality : Filipino  
Civil Status : Married  
Age : 34  
Visa Status : Visit Visa – valid until January 2, 2022

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