

MYLA JACINTO DELA CRUZ

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CAREER OBJECTIVE

To be associated with a professional organization that inspires and brings out the skills of its human resources to an optimum level that leads to a definite career growth and to use the best of my knowledge and ability for achieving the targets of the company.

EDUCATIONAL ATTAINMENT

Qualification: **Bachelor's Degree**
Institution: **Bulacan State University, Philippines**
Field of Study: **Hotel and Restaurant Management (June 2008-March 2012)**

WORK EXPERIENCE

COMPANY: MEDICLINIC MIDDLE EAST - Abu Dhabi, UAE
POSITION: Receptionist
INDUSTRY: Healthcare
DURATION: October 01, 2017-June 08, 2020

Job Description

- Registering and updating patient's information through Hospital Information System(HIS) , Bayanaty and Laboratory Information System(LIS)
- Handling doctor's appointments through Tuotempo & Bayanaty
- Sending insurance approval for the treatment of the patients through EHITS and health insurance portals (e.g., Daman, NAS, Oman, Nextcare, ADNIC, AXA, Healthnet, Pentacare, Neuron, Aetna, Mednet, Metlife, Maxcare, Saico, MSH, Dubai Insurance, etc.
- Responsible for the patient's consent/Registration forms
- Checks for pre- authorization of specific treatment whenever required
- Checks the limit of all the acceptable insurance cards for covered and uncovered treatments.
- Coordinates with the health insurance companies
- Generates the process of online consultation(ZOOM) & Prescription refill form
- Generates accurate bills and receipts and petty cash
- Checks the eligibility of the patient's insurance card through online portals for all the acceptable insurance companies
- Performs daily collection of the summary cash and visa reports and manages relevant billing process
- Receiving and assisting all the patients and visitors
- Responsible for changing sticker rolls , visa rolls and ink films
- General administrative duties
- Manages and maintains the reception area
- Answering emails and telephone inquiries and appointment bookings

BUSINESS NAME: **MADemoiselle BY M - Manila, Philippines**
POSITION: **Owner, Designer**
INDUSTRY: **Sales and Trade**
DURATION: **Oct 2014- November 2017**

Job Description

- Answering phone calls, emails and inquiries
- Prepares a time table and schedule of activities
- Reviewing sales reports and financials, and comparing them to goals set out in short- and long-term plans.
- Designing and implementing business plan and strategies that includes a description of the product, deadline of the business and the overall goal
- Meeting with the re-sellers and suppliers
- Ensure that the business has the adequate and suitable resources to complete its activities (e.g. people, material, equipment etc.)
- Inputs information quickly and accurately from a variety of sources into a computer database. May take customer orders and enter them into a tracking system.
- Checks inventory and provides shipping and pricing information.
- Organize and coordinate operations in ways that ensure maximum productivity
- Maintain relationship with partners, buyer, vendors and suppliers
- Assess current trend and predict what will be in style in the upcoming seasons

COMPANY: **ARIUS GAVIN COMPUTER SHOP- Manila, Philippines**
POSITION: **Secretary/Receptionist**
INDUSTRY: **Administrative/ Management**
DURATION: **April 2012- November 2016**

Job Description

- Performs administrative and office support activities such as answering inquiries from media, individuals and other organizations often via telephone and email
- Manages transaction logging
- Update appointment calendar and schedule meetings/appointments
- Performs clerical receptionist duties such as filing, photocopying, faxing etc.
- Receive and segregate files before forwarding the documents to the General Manager.
- Meet and assist General Manager's important visitors such as new clients and investors and suppliers
- Receiving and sorting daily mail, deliveries and couriers
- Assist other administrative staff with overflow work, including word processing, data entry and Internet research tasks.
- Manages the company's lobby area. Greet and direct all visitors, including vendors, clients, job candidates and customers.
- Prepares necessary data base report
- Maintain systematic filing of each department's weekly and monthly reports
- Prepare comprehensive minutes of meetings.

- Maintains safe and clean reception area by complying with procedures, rules and regulations
- Sorting and distributing posts
- Maintains continuity among work teams by documenting and communicating actions, irregularities and continuing needs
- Contributes to team effort by accomplishing related results as needed

COMPANY: DIAMOND HOTEL PHILIPPINES (5 star Hotel)-Manila, Philippines

POSITION: Sales and Marketing, Public Relation Department assistant

INDUSTRY: Hospitality

DURATION: November 15, 2011-February 15, 2012

Job Description

- Responsible for answering inquiries from media, individuals and other organizations often via telephone and email
- Responsible for encoding data and text blasting
- General administrative duties(photo copying, scanning, printing)
- Manages transaction logging
- Assisting clients and guests of the Manager and Supervisor
- Reminding the Manager and Supervisor of important tasks and deadlines
- Resolves administrative problems by coordinating preparation of reports, analyzing data and identifying solutions
- Maintains equipment by completing preventive maintenance; troubleshooting failures; calling for repairs and monitoring equipment operation
- Contributes to team effort by accomplishing related results as needed
- Assists in preparing and distributing PR materials or publicity releases from rough drafts or from directions of supervisor (e.g. press releases, media advisories, etc.)
- Gathers, categorizes and organizes media advisories; maintains files of newspaper, radio, television and internet research of interest to the PR department
- Responsible for ordering and replenishing supplies and materials
- Responsible for designing and editing leaflets, posters, signage and cake labels
- Responsible for analyzing and computing media mileage reports
- Responsible for updating posters, signage, tarpaulin and other marketing materials around the hotel
- Preparing clients files, presentations, and schedules, as well as monitoring relevant media coverage
- Responsible for compiling company articles in magazines and newspapers
- Responsible for devising and coordinating photo opportunities

SEMINARS AND TRAININGS ATTENDED

Impact of Oral Health & Training

Harvard Medical School (Online)

July 08, 2020

Labor Education for Graduating Students

Bulacan State University

March 23, 2012

Let's Break the Chain of COVID-19

MBRU of Medicine & Health Sciences

June 11, 2020

Wedding for a Cause

Green Grass Garden Resort

October 09, 2011

Control in Ordering and Purchasing

Bulacan State University
September 16, 2011

Event Sales, Banquet & Housekeeping Seminar

Diamond Hotel Philippines
February 05, 2010

Do it Yourself Catering Event

Bulacan State University
August 12, 2011

Asian Cuisine Seminar

Makansutra Asian Food Village
February 05, 2010

ACHIEVEMENT

Certificate of Appreciation-Front Office

Mediclinic Middle East, Al Mussafah
November 06, 2019

Certificate of Appreciation-Cultural Festival

Mediclinic Middle East, Al Mussafah
August 30, 2018

Hospitality Skillympics, Free Style Plating: Set Menu**1st Placer**

Bulacan State University
March 15, 2011

PERSONAL DETAILS

Birthday: March 06, 1991

Civil Status: Single

Nationality: Filipino

Language: English, Tagalog, Arabic

CORE COMPETENCIES

- Proficient in Microsoft application such as Microsoft Word, Excel, Power Point, Outlook
- Skilled in multimedia programs such as Adobe Photoshop.
- Skilled in HIS, LIS & Bayanat
- Proficient in English and Filipino. Both oral and written.
- Basic Arabic (oral)
- Fast Learner and can work under pressure. Possesses high level of leadership and organizational skills, sharp attention to details, objective insight especially in decision-making, creative resourcefulness and accomplishes tasks in a timely fashion.
- Strong ability to provide effective leadership to achieving desired goals.

CHARACTER REFERENCES

References available upon request