

CHUZALYN M. MARTIN

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Date of Birth: 1990-08-07  
Civil Status: Single  
Citizenship: Filipino  
Languages: Tagalog, English



EDUCATIONAL ATTAINMENT

October 2019 ( Graduated )

- Ateneo Leadership and Social Entrepreneurship (A-LSE)  
**Program, Pre-MBA Ateneo School of Government**  
Dubai, United Arab Emirates

April 2010 ( Graduated )

- Tertiary Education  
**Bachelor of Arts in Communication**  
De La Salle Lipa - Mataas na Lupa Lipa City Batangas Philippines

Objective

To secure a full-time position that provides professional challenges and allows me to utilize my interpersonal skills. Experienced in the human services field, I am dedicated to supporting and guiding individuals in need. Passionate about helping others access essential services and working effectively with diverse populations.

Qualifications / Skills

- Proactive and dedicated professional with a strong ability to identify effective solutions.
- Capable of working independently or within teams, maintaining a highly organized approach.
- A strong advocate for individuals in need, committed to providing excellent service and support.

WORK EXPERIENCE

Clinical Staffing Coordinator

Omni Therapy, Inc., Glendale, Los Angeles, California, USA / Back Office Philippines  
August 2023 - December 2024

In this role, I was responsible for a wide range of administrative and patient care support tasks, ensuring smooth and efficient operations within a medical setting.

- **EMR Management:** Maintained accurate and up-to-date Electronic Medical Records (EMR), ensuring timely modifications and edits as required to comply with standards.
- **Appointment Scheduling:** Managed patient appointments, including rescheduling and cancellations, ensuring all schedules were organized and optimized for both patients and clinicians.
- **Inquiries & Authorization Processes:** Responded promptly to inquiries regarding the authorization process, and provided status updates to providers, members, and internal staff.

- **Referral and Documentation Management:** Collected and processed all necessary documentation for patient referrals and coverage requests, ensuring completeness and compliance.
- **Quality Assurance:** Consistently ensured the highest quality of service in all aspects of administrative and patient care support, maintaining accuracy and efficiency.
- **Confidentiality & Compliance:** Maintained strict confidentiality of clinical records in accordance with privacy regulations.
- **Communication & Coordination:** Coordinated and communicated responsibilities effectively via email and phone, ensuring all team members were aligned and informed.
- **Task Coordination:** Contacted clinicians and/or guardians to ensure timely task completion and updates, ensuring continuity of care and service.
- **Email & Document Management:** Managed and categorized incoming emails, routing them to the appropriate departments to ensure swift resolution.
- **Staff Scheduling & Coordination:** Processed new patient referrals, matched patients with suitable therapists based on location and availability, and coordinated field staff schedules.
- **Follow-up & Initiative:** Took the initiative to follow up with field staff regularly, ensuring tasks were completed on time and maintaining high standards of care.
- **Internal Software & Support:** Efficiently used internal scheduling software to respond to inquiries and ensure smooth scheduling and communication between teams.

### **Intake & Staffing Coordinator / Scheduling Manager**

*Medworkforces, LLC, West Palm Beach, Florida, USA / Back Office Philippines*

*April 2022 - April 2023*

In this role, I was entrusted with key responsibilities to ensure smooth scheduling and coordination of healthcare services, contributing to both operational efficiency and exceptional patient care.

- **Reporting & Collaboration:** Reported directly to the Administrator/Clinical Services Director, collaborating to ensure the seamless operation of staffing and scheduling functions.
- **Schedule Coordination:** Coordinated personnel schedules based on client needs, ensuring optimal staffing levels and efficiency while meeting the specific requirements of each patient or client.
- **Intake & Referral Management:** Processed intake information, liaised with referral sources, and ensured timely communication of necessary information to clinical staff.
- **Appointment Scheduling:** Managed and coordinated patient appointments, reviewed patient charts for accuracy, and ensured scheduling aligned with clinician availability and patient needs.
- **Data Management & Organization:** Prioritized and responded to emails promptly, organized essential documents, and maintained accurate patient and staff records, ensuring easy access to critical information.
- **Task Prioritization & Follow-up:** Organized tasks effectively, ensuring important documents and communications were prioritized, and followed up to ensure all scheduling and intake requirements were met.

### **Freelance Home Health Support (Seasonal)**

*Theramax Therapy Services, Houston, Texas, USA / Back Office Philippines*

*June 2020 - January 2021*

In this role, I provided essential administrative and clinical support in a home health care setting, ensuring confidentiality and effective communication between clinicians, patients, and administrative teams.

- **Confidentiality & Compliance:** Ensured strict confidentiality of clinical records in line with privacy regulations.
- **Email & Documentation Management:** Managed emails efficiently, handling patient signature sheets, timesheets, and other essential documents.
- **Visit Scheduling & Monitoring:** Monitored and checked patients' scheduled visits daily, ensuring adherence to care plans and timely visits.
- **Tracking & Reporting:** Tracked clinicians' weekly visit reports, patient re-evaluations, and updates, maintaining accurate records for effective care coordination.

## Front Office & Admin Executive

Barakat Group of Companies, Nad Al Hammar, Dubai, UAE

April 2016 - May 2020

In this role, I was responsible for a wide range of administrative and front-office tasks, ensuring smooth daily operations and providing comprehensive support across departments.

- **Call & Visitor Management:** Answered incoming calls, assessed their purpose, and directed them to the appropriate department or personnel. Greeted on-site visitors, determined the nature of their business, and notified relevant personnel.
- **Message & Voicemail Handling:** Managed voicemail messages, forwarding them to the appropriate team members. Took and delivered messages or directed calls to voicemail when recipients were unavailable.
- **Information & Assistance:** Provided organizational information, including directions, contact details, and general inquiries.
- **Visitor Access Control:** Monitored visitor access, issuing passes as required to ensure security and proper documentation.
- **Mail & Document Management:** Sorted and routed incoming mail, ensuring the timely distribution of publications. Prepared and printed essential documents, such as fax cover sheets, memos, reports, and correspondence.
- **Payment Processing:** Processed payments for services and products, ensuring accurate transactions.
- **General Administrative Support:** Performed general administrative duties, including filing, photocopying, and collating documents, maintaining an organized work environment.
- **Executive Support:** Assumed the role of Executive Assistant in the absence of the CEO, providing high-level support. Also served as a Customer Representative for the Ecommerce Department and assisted Human Resources with tasks like conducting interviews and managing documentation.

## Guest Relation Officer / Admin / Airport Representative

MYLIMO Limousine Service, Millennium Plaza Hotel / Time Grand Plaza Hotel / Dubai International Airport / Nassima Royal, Sheikh Zayed Road, Dubai, UAE

February 2014 – March 2016

In this role, I was responsible for delivering high-quality customer service while ensuring seamless coordination between guests, drivers, and hotel staff, ensuring guest satisfaction and smooth operational flow.

- **Customer Service & Vehicle Management:** Assisted customers with short-term vehicle rentals, ensuring vehicles were clean, safe, fueled, and prepared for the next guest.
- **Guest Relations:** Delivered exceptional, personalized service to guests, addressing inquiries and concerns promptly and professionally to ensure satisfaction.
- **Issue Resolution:** Escalated unresolved guest issues to the Operations Supervisor or General Manager for immediate action, ensuring swift resolution and customer satisfaction.
- **VIP & Special Guest Services:** Escorted VIP and special guests from the driveway to their assigned vehicles, providing a high-touch, professional service experience.
- **Guest Greeting & Coordination:** Greeted and met customers in the lobby, ensuring a welcoming environment and facilitating smooth transitions for guests.
- **Scheduling & Assignments:** Adjusted vehicle and driver assignments based on guest preferences and requirements, ensuring optimal service delivery.
- **Policy Enforcement & Operations:** Followed and enforced policies and procedures to ensure smooth operations and adherence to company standards.
- **Efficient Check-in & Check-out:** Ensured efficient, courteous guest check-in and check-out processes, contributing to a positive guest experience.

**Teller / Evaluator / Encoder / Inventory Clerk / Office Assistant**

*De La Salle Lipa, Mataas na Lupa, Lipa City, Philippines*

*August 2011 – June 2013*

In this role, I provided key support across multiple departments, ensuring smooth daily operations while delivering excellent service to students and staff.

- **School Teller:**
  - Validated and cashed checks for customers, adhering to school procedures and policies.
  - Accurately recorded all transactions and balanced cash and checks at the end of each shift.
  - Managed working cash at the start of each shift and resolved phone inquiries related to accounts and school payments.
  - Assisted customers with account issues and promoted school payment services, offering guidance as needed.
- **Office Assistant:**
  - Provided comprehensive clerical and office support, ensuring efficient operations for staff and faculty.
  - Typed correspondence, reports, and documents from drafts and compiled data, ensuring clarity and accuracy.
  - Conducted research, gathered materials, and compiled information for reports and various projects.
  - Assembled reports and managed database information, maintaining easy access to important records.
  - Processed forms, requisitions, and maintained updated lists for administrative purposes.
  - Assisted students by providing requested information, including transcripts, diplomas, and certifications (e.g., grades, graduation).
  - Ensured office equipment was functional, organized, and maintained all files and documentation.

**Encoder / Sales Associate**

*Greentelcom Smart, Robinsons Lipa City, Philippines*

*October 2010 – December 2010*

In this role, I was responsible for both administrative and customer-facing duties, ensuring accuracy and providing exceptional service to customers.

- **Document Verification & Preparation:**
  - Verified and prepared electronic documents for various business functions, including billing, patient records, inventory, and customer service.
  - Ensured all documentation was accurate, meeting company standards.
  - Translated documents into computer codes as required for processing.
- **Customer Assistance & Sales Support:**
  - Advised customers on product choices, offering expert recommendations to match their needs.
  - Organized product displays and maintained an orderly stockroom to ensure products were easily accessible for customers.
  - Delivered exceptional customer service with a focus on professionalism, responding to inquiries and resolving issues efficiently.
- **Transaction & Payment Management:**
  - Operated the cash register, processed payments, and handled cash transactions with accuracy.
  - Managed returns and exchanges, ensuring customer satisfaction and maintaining company policies.

*I hereby certify that the above information is true and correct to the best of my knowledge*