



OMIEQALZOM BARAGUIR MASTURA

POSITION: EXECUTIVE FRONT DESK RECEPTIONIST

OBJECTIVE

Seeking challenging position which effectively utilize my skills and apply my knowledge and work dynamically towards the growth of an organization.

CONTACT

PHONE:
[+974 - 74022674](tel:+974-74022674)

EMAIL:
Omieqalzom.mastura@gmail.com

ADDRESS

*Bldg. No. 66, Street 945 Zone-25, Flat
Number. 07 Floor No.1, DOHA-QATAR*

NATIONALITY

FILIPINO

PASSPORT NO.

EC8284580

QID NO.

28060826593

LANGUAGE & TYPING SKILLS.

Arabic :Yes
English :Yes
Tagalog :Yes

CAREER HIGHLIGHTS

- With at least more than 11+ years of experience as a Executive Front Desk Receptionist at Medical Field.

SKILL AND COMPETENCY

- Proficient in Microsoft Office Program (Arabic Enable) such as MS Excel, MS Word, MS Outlook, Adobe Photoshop & PDF.
- Enable to operate R4 System.
- Have enough knowledge for being Manual Documentary and office management system manual or computerize with Arabic Enable.
- Efficient in office works with excellent typing skills, fast learner, minimum supervision, and good in oral and written communication, positive and hardworking, organized, resourceful and honest, willing to learn and invest time & effort to accomplish assigned task.
- Ability to use computer and rapidly input data and retrieve records and information.

CERTIFICATES

- Customer Service Training
(British Academy for Training "Study 360 co.UK")

EDUCATIONAL BACKGROUND

Tertiary

- Cotabato City State of Polytechnic College (CCSPC) – College of Engineering and Computing
- Bachelor of Science in Computer Science – 2001 - 2004
- Secondary (Sanawi) Ma'had Maguindanao Al-Islamie - 1999

HOBBIES AND INTEREST

- Hangout and Socializing with friends and families.
- Watching Movies & TV
- Badminton.

WORK EXPERIENCE

Company : **BRITISH INTENRATION DENTAL CENTRE**
Branch I : 10th Floor Salam Tower Doha Qatar
Branch II : Al Waab Street Salwa Road Doha Qatar
Period : Inclusive Date December 1st 2016 to Present
Job Title : **Executive Front Desk Receptionist**



Duties and Responsibilities:

- ✓ Receiving phone calls and arranging the appointment in particular Specialist
- ✓ Sending Emails for Appointment Reminder
- ✓ Sending emails for new patient confirmations
- ✓ Preparing Dental Records with Treatment Plan
- ✓ Managing online booking
- ✓ Guiding patient's Direction thru Google MAP, Email and What Sapp.
- ✓ Monitoring Doctor's chart using R4 spring board
- ✓ Preparing monthly task like (Recalling List, New Patient List, Doctors Leave Request & Nursing Leave Request)

- ✓ Handling insurance Direct Billing and Non Direct Billing Process.
 - Pre-Approval Process
 - Guarantee of Payment process (GOP)
 - Reimbursement Process (Pay and Claim)
Ex: reimbursement Forms and Itemized bills
 - Communicating to insurance companies both local and international.
Ex: AXA, ALLIANZ, CIGNA Middle East, Cigna International, SOS, Alkoot, Mednet, UUCI, Next care, BUPA and QLM.
 - Preparing Dental Reports required by Insurance Companies.
Ex: Panoramic X-rays. Treatment plan with cost and Treatment Diagnosis according to the doctor's findings.
 - Handling Revisions approval.
Ex: Treatment cost, Diagnosis, service changing dates and approval validities.

- ✓ Handling Complains Like as follows:
 - Patients Pending Treatment Plan
 - Patient Feed Back
 - Error Process
 - Handling Customers Inquiries
 - Insurance Process
 - Payment process both insured and non-insured patient
 - Communicating to the patient regarding insurance coverage
 - Appointment Bookings
 - Treatment procedures

- ✓ Handling Daily Cash Book Excel Sheet
 - Cash Liquidation shifting report
 - Clinic Bills

- ✓ Handling all over communications using outlook Teams applications.
 - Hand over information
 - Patients pending process
 - Clinic activities
 - Individual information's regarding daily work.

Company : **Saudi Specialized Dental and Implant Clinic**
Majid Street Al Safa Dist. II Jeddah Kingdom of Saudi Arabia



Period : Inclusive Date January 2006 to January 2013
Job Title : **Receptionist Cum and Medical Transcriptions and Data Encoder**

Duties and Responsibilities:

- ✓ Preparing a submittal report of both medical materials and equipment's.
- ✓ Receiving and distributing the medical materials supplies in every clinics.
- ✓ Communicating the different company supplier for dealing the orders of both materials and equipment's.
- ✓ Data entry for DBMS in English and Arabic system.
- ✓ Implement and maintain office system
- ✓ Receiving and answering calls.
- ✓ Manage correspondence, reports and documents.

Company : **Ampatuan, Maguindanao Philippines**



Period : Inclusive Date January 2014 to September 2016
Job Title : **Local Government Secretary**

Duties and Responsibilities:

- ✓ Issue public notification of all officials' activity and meeting.
- ✓ Maintain and update documents such as municipal codes and city charters.
- ✓ Participate in the administration of municipal elections, including preparation and distribution of ballots and tabulation.