

GRACE ANN N. NATATA

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PERFORMANCE-BASED WORK EXPERIENCE

Five years of experience with St. Luke's Medical Center – Quezon City is to deliver Quality Patient Care and Safety in any situation throughout the Medical Center whether self-initiated or directed, or whenever the opportunity presents itself even if such action or service is not directly related to the incumbent's core tasks and responsibilities as long as it is aligned and consistent with corporate Vision, Mission and Values and improves customer service delivery.

Providing quality administrative and technical support services in the billing process for all internal and external customers of the Department such as preparing various documents as well as implementing tasks and activities using set policies, procedures and guidelines to achieve expected outputs.

RELEVANT WORK EXPERIENCE

August 2012 – June 2018

Charging and Verification Assistant (Billing Officer) – St. Luke's Medical Center – Quezon City

- Express intense coordination, communication, interaction and activity with health insurance companies, corporate clients in local and international community.
- Attend to customer's queries regarding billing issues and other similar matters.
- Responsible in dealing with customer queries about their insurance coverage.
- Establish customer service skills including frontlines duties with close communication, organizational and interpersonal skills.
- Ensure that the patient's needs are attended within the target department's processing and waiting time.
- Coordinates with other department matters which affect the immediate discharge of patient.
- Maintains and adheres to strict confidentiality of all records/documents and patient's information.
- Ensures the effective delivery of services in an acceptable timeframe.
- Actively participates in organization wide activities and taskforces assigned relevant to the corporate Vision, Mission and Values and strategic objectives of the organization.
- Performs other functions that may be assigned by the superiors.

February 2019 – May 2019

Customer Service Agent – SYKES Asia Inc.

- Answer incoming calls and respond to customer's emails.
- Management and resolve customer complaints
- Sell products and place customer orders in the computer system
- Identify and escalate issues to supervisors
- Provide product and service information to customers
- Research required information using available resources

- Research, identify, and resolve customer complaints using applicable software

SEMINARS AND TRAINING ATTENDED

October 25, 2012

Bio-safety Emergency Preparedness and Disaster Control Team (BEPADCT)
St. Luke's Medical Center – Quezon City

April 8, 2013

At Your Service a Concierge Culture Building Seminar
St. Luke's Medical Center – Quezon City

June 21, 2013

Customer Service Champion Training
St. Luke's Medical Center – Quezon City

November 29

Image Enhancement Plus
St. Luke's Medical Center – Quezon City

EDUCATION

2008 – 2012 POLYTECHNIC UNIVERSITY OF THE PHILIPPINES, STA. MESA, MANILA
Bachelor in Office Administration

PERSONAL BACKGROUND

Born on 18th of September 1991 in Quezon City. Articulate in both oral and written English and Filipino. Adept in providing service-oriented production and undertakings. Versed in Microsoft Office applications such as MS Word, Excel, PowerPoint, and Internet knowledgeable.

REFERENCES

*Available upon request

Grace Ann N. Natata
Applicant