

# ALONA HOSENA TAMPOY

Licensed Criminologist / Medical Administrative Coordinator III  
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**Summary:** A BSc degree holder and a licensed Criminologist with more than 20 years of experience in administration and financial services (e.g. billing, accounts receivables, collection procedures, and legal remedies) from a variety of industries. I have a strong leadership and pro-active skills, dedication and commitment to work, and has possessed excellent professional ethics, very keen into details, and has solid background in professional work setting. I am fond of literature, history, and films particularly comedy and documentaries.

- **Professional Background:**

Position: Medical Administrative Coordinator III  
Institute: King Saud University Medical City – Medical Rehabilitation Department (Riyadh, KSA)  
Period: 15 January 2015 to PRESENT

Fundamental Duties & Responsibilities:

- To perform administrative functions such as facilitation of internal and external written and electronic correspondence within and outside the Medical City.
- To assist the Head of Department, managers and other administrators, and staff on their administrative requirements such as report-writing, statistical data collection, record-keeping, document archiving, scheduling of meetings, and other organizational tasks.
- To monitor and manage communication channels such as department emails, telephone calls, and official KSUMC systems (Dewan system) and to manage electronic systems namely: materials acquisition system, Shift Attendance System, Maximo, and IT- related systems.
- To ensure all paper and electronic records are updated and well-kept including staff personal files, list of existing and non-performing devices and equipment.
- To perform department orientation for newly-hired staff and staff who have returned from long-term leaves.

Skills and Knowledge developed during tenure:

- Participated in preparation for academic and quality accreditations from both local and international organizations (Canadian Accreditation, CBAHI Accreditation, Saudi Board for Musculoskeletal Physical Therapy Program, and currently working on CARF Accreditation).
- Appointed Program Secretary for Saudi Board for Musculoskeletal Physical Therapy Program.
- Developed the skills in business, proposal and presentation writing, data analysis, advanced report-writing, effective communication skills, patient-centered service, and very basic Arabic language.

**Previous Work Experience from various industries:**

Position: Lecturer for Professional Criminologist Licensure Board  
Institute: Stronghold Review Center for Criminology  
Period: January 15, 2010 to September 30, 2014

Position: ESL Teacher and Academic Tutor (part-time)  
Institute: Juju English Academy  
Period: June 2007 to December 2014

Position: Credit and Collection Officer  
Institute: RMH Teleservices Asia Pacific, Inc (NCO Group)  
Period: February 26, 2007 to June 15, 2007

Position: Outbound Support Services  
Institute: Teletech Customer Care Management – (Fifth Third Bank USA)  
Period: April 4, 2005 to December 30, 2006

Position: Collection Supervisor  
Institute: Success Unlimited Enterprises  
Period: June 20, 2002 to January 28, 2005

Position: Accounts Receivable Officer and Franchise Coordinator  
Institute: Metro DryClean Ventures, Inc. (Fabricare Cleaners)  
Period: March 16, 1999 to June 15, 2002

Position: Lecturer for Professional Criminologist Licensure Board  
Institute: Stronghold Review Center for Criminology  
Period: January 2010 to September 2014

Position: Billing and Collection Officers  
Institute: Philippine Homecable Holdings, Inc.  
Period: April 1998 to February 1999

Position: Regional Branch Collection Officer-in-Charge (Regional Branch OIC)  
Credit Investigator Supervisor (South Luzon Branch)  
Institute: Prime Savings Bank - Philippines  
Period: January 1996 to December 1997

- **Professional Registration and Licensure:**

Registered as Professional Criminologist – Philippine Regulation Commission (PRC)  
License Registration No.: 00003432  
Issue date: 18 June 1996  
Validity Date: 19 May 2024

- **Professional Affiliation:**

Member – Professional Criminologist Association of the Philippines (PCAP)

- **Proficiencies**

- MS Applications (Word, Excel, Powerpoint, and etc.)
- Advance Typing Skills
- Telephone ethics and office settings
- Advance Business Writing
- Advance Level in English Language (Speaking, Writing and Comprehension)
- Beginner/Conversational Level in Japanese Language (Speaking and Writing)
- Beginner Level in Arabic Language (Speaking)
- Conflict resolutions and strategies

• **Trainings & Lectures Attended:** (apart from the mandatory trainings in KSUMC)

- CARF Preparing for Successful Accreditation in Medical Rehabilitation Course (KSUMC)
- Lean Six Sigma (CEO Office, KSUMC)
- Smart Management: How to Handle Workplace Challenges (Red Vector Solutions)
- Arabic Language for Non-Arabic Speakers (KSUMC) - Level 1
- Forensic Accounting and Fraud Examination (West Virginia University - online)
- Terrorism and Counter Terrorism: Comparing Theory and Practice (Leiden University – online)
- Crafting an Effective Writer: Tools of the Trade (Mt. Jacinto College – online)
- Principles of Fingerprinting (Stronghold Review Center for Criminology)
- Introduction to Forensic Science (Nanyang University – Singapore)
- American Accent and Neutralization – ACE Laboratory

• **Education Background:**

Graduate Studies (incomplete): Master of Science in Criminal Justice Administration  
Institute: Philippine College of Criminology  
Academic status: Candidate

College: Bachelor of Science in Criminology  
Institute: Philippine College of Criminology (PCCr)  
Graduated on: April 1995

College (incomplete): Bachelor of Science in Economics (  
Institute: Polytechnic University of the Philippines (PUP)  
Academic Status: Dean's Lister 1991 – with full scholarship  
Period covered: June 1991 to March 1992

Highschool: Lourdes School of Quezon City  
Academic Status: with full scholarship  
Graduated on: March 1991

Elementary: Masambong Elementary School  
Graduated on: March 1987

• **Internship Trainings:**

Specialty: Questioned Documents  
Organization: Philippine Crime Laboratory – Philippine National Police

Specialty: Police Crime Investigation – Western Police District (Manila Police Station 5)  
Philippine National Police

• **Volunteer Affiliation:**

Member Volunteer – Filipinos for the Saudi Green Initiative (an environmental conservation organization)