

# Janette Parado

## MEDICAL SECRETARY

anettparado@gmail.com



+639614810722



+63454708516



Tarlac, Philippines



### PROFILE

Medical Secretary with **12 years** of experience providing exceptional administrative support to a government tertiary hospital's Healthcare Professionals Affairs Administration office. Has meticulously executed an initial system that significantly improved the quality of patient care by **50%** and enhanced medical practitioners' credibility.

### MEDICAL WORK HISTORY

*Aug 2006- Sep 2018*

#### Medical Secretary (Verification Coordinator)

KING FAHAD MEDICAL CITY (KFMC), SAUDI ARABIA

- Validated and processed credentialing applications of 4 hospitals and 4 centers, thoroughly verifying physicians' training, practice, and medical board - for example, **Royal College of Physicians and Surgeons of Canada** and **American Board of Medical Specialties** certificate.
- Successfully executed the first verification system for KFMC's medical personnel and allied health professionals, improved by 50% the quality of patient care.
- Coordinated effectively with other healthcare providers and licensing authorities to ensure proper credentialing.
- Scheduled a weekly appointment call for meetings with 7-12 physician attendees; recorded and transcribed minutes in detail and ensured actions were taken accordingly.
- Supervised and trained 5 new medical secretaries on administration workflows during a departmental expansion to ensure 100% compliance and productivity.
- Maintained records of physical and digital files organized, minimized doctors' clinic retrieval time, and made database updating easy.

*Sep 2004- Jul 2006*

#### (Medical Claims) Customer Service Assistant

BLUE CROSS INSURANCE INC (now PACIFIC CROSS) PHILIPPINES

- Accommodated daily average of 50+ emails, walk-ins, and phone inquiries about policy coverage, medical claims, and reimbursements; resolved complaints quickly by making appropriate judgments.
- Encoded in MS Access database the incoming claims processing documents like medical reports, prescriptions, billing receipts, laboratory results, etc., and updated clients on their claim status.
- Transitioned from **Receptionist/Telephone Operator** to a Customer Service Assistant role in 10 months for remarkably maintaining the order and cleanliness of the front desk area while utilizing impeccable conflict resolution skills in the event of client interaction.

### SKILLS & COMPETENCIES

- ☑ Credentialing & Verification
- ☑ Medical Terminology & Procedure
- ☑ Confidential Correspondences
- ☑ Analytical Thinking & Problem Solving
- ☑ Executive Administration Experience
- ☑ Organization & Prioritization
- ☑ Leadership Aptitude
- ☑ Effective Communication & Good Multi-cultural Interactions
- ☑ Adaptability & Multitasking Capability
- ☑ Strong Work Ethics & Interpersonal Skills
- ☑ Proficient in Computer Systems and Software: MS Office Applications (Excel, Word, PowerPoint, Outlook), Email, Scanning, Basic Troubleshooting, Video Conferencing

### OTHER EXPERIENCE

*Jan 2020-Present*

#### Self Employed

PAYMENT CENTER, PHILIPPINES

- Oversee the daily business functions such as accurately processing money transfers and bill payments using web-based POS (Point of Sale), resulting in a rate of 95% customer satisfaction.
- Schedule and confirm appointments online booking efficiently, leading to long-term customer relationships.
- Calculate and file financial reports on time, saving the business from a 25% penalty.
- Founded a payment center within a local community serving more than 250 households by constantly providing optimal service during the pandemic.

*Oct 2018-Dec 2022*

#### Volunteer Work

CONVENIENCE STORE, PHILIPPINES

- Volunteered at a convenience store owned by a family relative, monitored the overall tasks, ordered supplies, and conducted multiple sales simultaneously.

### EDUCATION

#### Bachelor of Science in Computer Science

SAINT LOUIS UNIVERSITY, PHILIPPINES

### TRAINING/WEBINAR/ONLINE COURSE

- ☑ Introduction to Front Office Services |2023| Philippines
- ☑ Introduction to Data Analysis using Microsoft Excel |2022 | <https://coursera.org/verify/A9AYSDAFF4GS>
- ☑ UNDERSTANDING FINANCIAL STATEMENT: Accounting for Non-Accountant | 2022 | Philippines
- ☑ Digital Media Fundamentals | 2009 | Saudi Arabia
- ☑ Modern Techniques & Office Management | 2006 | Saudi Arabia