



# John Ashley Harina Cea

jashleyhcea.jobs180.com

PATIENT SERVICE  
SPECIALIST

## OBJECTIVE

To improve my God-given knowledge and highly adaptable talents with the assistance of your firm, which benefits both sides.

## PERSONAL INFORMATION

**Birthdate:** February 16, 1993

**Civil Status:** Single

**Nationality:** Filipino

**Address:** 4044 Kalayaan Avenue Barangay  
Singkamas, Makati City Makati City,  
National Capital Region (NCR) 1204

**Gender:** Male

## CONTACT INFORMATION

**Mobile:** 09084073055

**Email:** jashleycea@gmail.com

## SKILLS

- Adaptability
- Time Management
- Leadership
- Transferable Skills
- Able To Multitask In A Fast-paced Domain
- Computer Skills
- Patient And Customer Service Skills
- Microsoft Productivity

• Science

• Proactive

## LANGUAGES

• English

• Filipino

## ACHIEVEMENTS

Former President Of Aguinaldian Biological Society In Emilio Aguinaldo College-Manila (S.Y 2015-2016)

Highest Commendations With Friendly Demeanor And Professional Etiquette From Patients Years 2017 & 2

## WORK EXPERIENCE

### MAKATI MEDICAL CENTER

( 2022 Aug to Present )

**Position:** PATIENT SERVICE SPECIALIST  
Supervisor / Senior Associate (5 yrs and up experience)

**Specialization:** Customer Service (Technical)

**Industry:** Healthcare / Medical

**Nature of Work:** The Patient Service Specialist (PSS) serves as Makati Medical Center's frontline contact in Central Registration. He/she is responsible for registration, billing, and releasing of results. He/she also handles other patient-related servicing, which include responding to inquiries, providing information and assistance, and managing complaints and feedback, while maintaining a high level of service quality and medical knowledge to meet service level standards. Facilitates and documents all transactions into the centralized system network and database.

### Makati Medical Center

( 2017 Aug to 2022 Aug )

**Position:** Senior Patient Service Representative  
Supervisor / Senior Associate (5 yrs and up experience)

**Specialization:** Customer Service

**Industry:** Healthcare / Medical

**Nature of Work:** The Patient Service Representative (PSR) is responsible for providing frontline servicing patients in the assigned department that includes handling of patient registration, encoding of patient/diagnostic test data, receiving of specimen, billing, and releasing of results, also handles phone and face-to face inquiries, complaints, and assists with other administrative requirements of the department.

### Convergys

( 2016 Feb to 2016 Aug )

**Position:** Customer Service Representative  
Fresh Grad / Entry Level

**Specialization:** BPO/Call Center

**Industry:** Outsourcing (Call Center / BPO)

**Nature of Work:** 1. Responds to phone calls and emails to support end-users  
2. Doing basic troubleshooting on setting up Cisco WebEx Productivity Tool, Cisco Jabber

## EDUCATION

2017 Mar **Bachelor's/College Degree**  
Emilio Aguinaldo College (EAC)  
Major: Biology  
Field of Study: Biology

## CERTIFICATIONS

2022  
**MMC SAFETY PROGRAM RENEWAL, INFORMATION SECURITY & DATA PRIVACY & MOTHER-BABY FRIENDLY HOSPITAL INITIATIVE & BREASTFEEDING IN THE WORKPLACE**

2023  
**RIS, PACS AND HCLAB RESULT RELEASING**

Certification Of Excellence For 3rd And 4th Quarter Of 2018

Perfect Attendance With No Lates For The Years 2018 Up To Current

Highest Commendation Amongst All The PSR In My Department In Year 2021 & 2022

MAKATI MEDICAL CENTER DRIVE THRU SERVICES TRAINER

HIGHEST COMMENDATION OF ALL SPECIALIST IN YEAR 2023

2021

**MMC BASIC LIFE SUPPORT FOR  
NON-CLINICAL EMPLOYEES  
PROGRAM**

## REFERENCES

**UPON REQUEST**  
UPON REQUEST

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