



# MARY ROSE DENOSTA

## PERSONAL BACKGROUND:

Birthdate: August 19, 1987  
Age: 34 years old  
Nationality: Filipino  
Sex: Female  
Civil Status: Married  
Visa Status: Employment Visa  
Driving License: Dubai UAE

## CONTACT INFORMATION

N-02, Persia Cluster,  
International City, Dubai UAE  
Mobile No.: +971545852682  
mrosedenosta@gmail.com

## LICENSES AND CERTIFICATIONS

PHILIPPINE REGISTERED NURSE  
Professional Regulatory Commission

### HEART SAVER COURSE

Affiliated with American Heart Association  
Telemedicine Hall, Medcare Hospital - Dubai, U.A.E on  
November 21, 2017

### BASIC LIFE SUPPORT (BLS) for Healthcare Professionals Provider Course

Organized by the Emergency Care Training Center,  
affiliated with American Heart Association on September  
03, 2015

### NEEDLE STICK INJURIES

Organized by Infection Control Department held at  
Medcare Hospital - Dubai, U.A.E on July 21, 2014

### ISOLATION PRECAUTION

Held at Medcare Hospital Dubai UAE on October 27, 2015

### WOUND MANAGEMENT

Organized by the Clinical Training and Infection Control  
Department at Medcare Hospital Dubai UAE on October  
28, 2015

## WORK HISTORY

### NURSING ASSISTANT

MEDCARE PAEDIATRIC SPECIALTY CLINIC  
MEDCARE HOSPITAL LLC  
JUMEIRAH 3, JUMEIRAH BEACH ROAD  
FEBRUARY 12, 2014 - SEPTEMBER 30, 2017

"Best Employee of the Year 2016-2017"

- Give care to the sick and ailing babies, toddlers and children in healthcare facilities
- Take patient's temperature, pulse, and respiration rate.
- Take blood pressure and determine if range is abnormal.
- Make sure that an adequate supply of clean clothing and linen is available for patients and that soiled items are removed and cleaned
- Assist in maintaining stocks of linen and non-medical supplies
- Make sure the cleanliness and tidiness of clinical area.
- Collecting and labeling specimens
- Assisting the doctors and nurses in clinical activities.
- Set up equipment.
- Store and move supplies.
- All other duties as assigned

### NURSING ASSISTANT

PANITAN MUNICIPAL HEALTH UNIT  
PANITAN, CAPIZ, PHILIPPINES  
DECEMBER 1, 2008 - AUGUST 31, 2010

- Answering telephone calls and dealing with face to face inquiries in an efficient and courteous manner
- Politely greeting patients and visitors to the center
- Updating and filling patients medical forms and records
- Scheduling appointments
- Accurately collecting information and personal details about patients
- Assisting the physician, nurses, midwives during treatment procedures
- Collect and prepare laboratory specimens
- Ensuring medical samples are correctly labeled
- Disposes contaminated supplies
- Sterilizes medical equipment
- Arranges examination room instruments and equipment
- Purchase and maintain supplies and equipment
- Accompanies and helps other health care members on community services

## PREVIOUS EDUCATION

### FILAMER CHRISTIAN UNIVERSITY

*BACHELOR OF SCIENCE IN NURSING, 2008*

Roxas Avenue, Roxas City Capiz  
Philippines  
Tertiary Education

### FILAMER CHRISTIAN UNIVERSITY

*HIGH SCHOOL DIPLOMA, CLASS OF 2004*

Roxas Avenue, Roxas City Capiz  
Philippines

### FILAMER CHRISTIAN UNIVERSITY

*CLASS OF 2000*

Roxas Avenue, Roxas City Capiz  
Philippines  
Primary Education

## PERSONAL STATEMENT

A courteous, caring and dedicated professional having a good team spirit, commitment and passion for providing the quality standard patient-centered clinical care and administrative support. Possessing a proven ability to deal with all aspects of clinical practice and front office duties.

Able to build a positive relationship with patients and families, creating a comfortable and relaxing environment. A quick learner who can absorb new ideas, communicate clearly and effectively and able to handle competing demands professionally and efficiently. Keen to develop more the skills, knowledge and attitude across the Medical and Nursing field with a forward-thinking institution for continuous personal growth and the company itself.

## KEY SKILLS AND COMPETENCIES

- Energetic, result-oriented, eager to bring strong administrative skills to a growing company in need of top-level support.
- Excellent organization, communication, and relationship-building skills.
- Articulate and friendly with a professional demeanor.
- Compassionate healthcare professional successful in managing time and prioritizing tasks.
- Good interpersonal, written and verbal communication skills.
- Uses resources efficiently.
- Physically able to perform the full range of medical or nursing assistant duties.
- Respects and understands different religious beliefs and cultural needs.
- Able to follow instructions, give and accept feedback.
- Able to cope with repeated exposure to distressing circumstances.
- Possesses good work ethic
- Has a professional appearance and demeanor
- Able to keep the confidentiality of patient files and other important matters
- Has knowledge of practices and principles in nursing required in improving the quality of patient care.
- Has computer skills (typing, researching, encoding) and also knowledgeable in Microsoft Office (Word, PowerPoint and Excel)

## WORK HISTORY

### BILLING / INSURANCE COORDINATOR

*COVID 19 ISOLATION FACILITY*

*MEDCARE HOSPITAL LLC*

*APRIL 21, 2020 – JUNE 16, 2020*

- Ensure the patient's medical information is accurate and up to date.
- Examine patient bills for accuracy and request for any missing information.
- Prepare and submit billing data and medical claims to insurance company.
- Prepare bills and invoices.
- Investigate and appeal denied claims.
- Maintain billing software by updating rate change, cash spreadsheets and reports.

### CUSTOMER SERVICE EXECUTIVE/BILLING

*MEDCARE PAEDIATRIC SPECIALTY CLINIC*

*MEDCARE HOSPITAL LLC*

*AL MATLOOB BUILDING, SHEIKH ZAYED ROAD, DUBAI*

*OCTOBER 1, 2017 – SEPTEMBER 20, 2021*

- IN Patient and OUT patient Billing
- Requesting for insurance approval for Dental Procedures
- Responsible for pre-registration, insurance verification, authorization, utilization of insurance benefits,
- Promotes positive customer service at all times and telephone etiquette by treating all customers with dignity and respect.
- Demonstrates qualities of Service Excellence
- Resolve customer service inquiries which could include booking appointments, insurance approvals, lab test results, billing & reimbursements
- Welcomes patients and visitors by greeting patients and visitors, in person or on the telephone: answering or referring inquiries.
- Answering phone calls and scheduling patient's appointment.
- Communicates effectively, respectfully, and professionally with children, physicians, families, school personnel, and others to assure assigned child's care needs are assessed, communicated, and met.
- Keeps patient appointments on schedule by notifying provider of patient's arrival: reviewing service delivery compared to schedule; reminding provider of service delay.
- Comforts patients by anticipating patients anxieties; answering patients questions.
- Responsible for providing care gently, respectfully, honoring each child's privacy

### SALES LADY

*SOLAR X SUNGLASSES*

*ESTILO NAIL ART*

*JOSE EBER HAIRSTYLING*

*AREEJ AL NOOR GENERAL TRADING L.L.C*

*AL QUSAIS, DUBAI U.A.E*

*OCTOBER 3, 2010 – NOVEMBER 25, 2013*

- Work with customers with the most cheerful and pleasant disposition
- Give answers to customers' questions or concerns related to the product and demonstrate good knowledge of the product
- Communicate and assist customers in any way possible and as the customer may require
- Deals with the customers professionally
- Calls and encourages customers to purchase the products
- Assures the products being sold are properly fixed and in proper places
- Fills out forms and reporting sales being passed to the accounting or higher department of the company
- Process and helps process cash and other payment transactions