

# **NARVI IVORY UY**

Ajman, UAE

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## **Objective:**

To be able to have a productive career in dynamic work environment that will fully enhance my capabilities and to be associated with the company where my education and ability will lead to a challenging and responsible position.

## **PROFESSIONAL EXPERIENCE**

### **☑ Receptionist/Admin Assistant, Shaalan Dental Center, Ajman May 2010-Present**

- Dealing with calls from patients and calling them if appropriate.
- Writing to them where necessary to chase payment or sending out reminder that they need to be seen for routine check-up or further dental treatment.
- Using computerized diary system to book, switch and cancel appointments.
- General administration tasks, such as photocopy, scanning, faxing, printing and sorting/filing/sending forms.
- Handling payment from patients (cash, credits, and cheques).

### **☑ Customer Service, Innodata XML Content Factory, INC., Mandaue City, Cebu, Philippines January 2007-Feb 2009**

- Resolve customer complaints via phone and mail.
- Use telephones to reach out to customers and verify account information.
- Greet customers warmly and ascertain problem or reason for calling.
- Cancel or upgrades accounts.
- Handle changes in policies or renewals.
- Close out or open call records.

## **PERSONAL STRENGTHS**

- Computer literate.
- Hardworking, flexible, fast learner and highly motivated.
- Can work under minimum supervision
- Can be trusted in handling confidential matters of the company
- Can speak in English
- Willing to learn and undergo trainings

## **EDUCATION**

Bachelor of Science in Commerce major in Management  
2000-2006 University of the Cebu-Cebu City, Philippines

## **PERSONAL DETAILS**

Address: Ajman, Uae  
Date of Birth: January 11, 1984  
Place of Birth: Cebu, Philippines  
Visa Status: Employment Visa