

NARVI IVORY UY

Ajman, UAE

ivyhubie11@gmail.com

(056) 4089135



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., Mandae 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