



## MARYGRACE MANONGSONG

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Ansar Bldg. Blk. B Flat 910, Al Nahda  
Sharjah, United Arab Emirate

### Objective:

Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

### Personal Information:

Age: 36

Date of Birth: September 13, 1987

Height: 4'9"

Civil Status: Married

Religion: Catholic

Visa Status: Husband's Visa

### Certification:

Medical Coding

**Skyline Medical Coding Institute**

Burjuman Business Tower, Dubai, UAE

September 2023 – October 2023

## Educational Background

### Bachelor of Science in Information Management

University Of Caloocan City

Camarin, Caloocan City

June 2005 – April 2009

GRADUATE

## Work Experience

### Camarin Doctors Hospital

Caloocan City, Philippines

Accounting Assistant

April 2023 – October 2023

#### Duties and Responsibilities:

- Monitor daily Philhealth claims report for updating of receivables.
- Reconcile and post weekly collections from Philhealth to ledger. Initiate adjusting entry to books, if necessary.
- Prepare monthly journal entry of Philhealth claims of OPD patients based on SOA and charge slips.
- Submit monthly reports on or before the 7<sup>th</sup> day of the following month:
  - Ageing Analysis of Philhealth Receivables, including overpayment, underpayment and denied claims.
  - Summary of payments and transmitted claims
- Compute Doctor's Professional Fee and the corresponding withholding taxes.
- Perform other accounting and financial functions as may be required from time to time.

### Commonwealth Hospital and Medical Center

Quezon City, Philippines

Accounting Assistant

September 21, 2015 – November 26, 2021

#### Duties and Responsibilities:

- Monitor daily Philhealth claims report for updating of receivables.
- Reconcile and post weekly collections from Philhealth to ledger. Initiate adjusting entry to books, if necessary.
- Prepare monthly journal entry of Philhealth claims of OPD patients based on SOA and charge slips.
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- Perform other accounting and financial functions as may be required from time to time.

**Pacific Sun Solutions Inc.**

San Juan, Metro Manila, Philippines

Technical Support Staff – Helpdesk

Aug. 5, 2013 – April 30, 2015

**Duties and Responsibilities:**

- Answers incoming calls.
- Respond to requests for technical assistance in person, via phone or email.
- Makes necessary charges in client.
- Create Service Invoice
- Advise user on appropriate action.
- Follow standard help desk procedures • Log all help desk interactions
- Redirect problems to correct resource
- Identify and escalate situations requiring urgent attention
- Stay current with system information, changes and updates.

**Pacific Hub Corporation -**

Ortigas , Pasig City, Philippines

Technical Support Representative – Globe Broadband

Oct. 23,2009 – June 1, 2011

**Duties and Responsibilities:**

- Deliver service and support to end-users using and operating automated call distribution phone software, via remote connection or over the Internet.
- Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services.
- Gather customer's information and determine the issue by evaluating and analyzing the symptoms.
- Diagnose and resolve technical hardware and software issues involving internet connectivity.
- Follow standard processes and procedures.
- Accurately process and record call transactions using a computer and designated tracking software.
- Offer alternative solutions where appropriate with the objective of retaining customers' and clients' business.
- Organize ideas and communicate oral messages appropriate to listeners and situations.
- Stay current with system information, changes and updates.