



MARYGRACE MANONGSONG

Cp No./WhatsApp: 0582054491

Email: mmanongsong09@gmail.com

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 7th 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.
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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.