



## Armonica A. Aguila

Administration / Customer Service

### Personal & Contact Details

Phone: 054 5073022  
E-mail: anicaaguila@gmail.com  
Address: Hor Al Anz, Deira, Dubai, United Arab Emirates

Height: 5'6"  
Weight: 45 kgs  
Civil Status: Single  
Nationality: Filipino

Passport Number: EC7000503 valid until March 8, 2021

### Employment History

#### Receptionist

The Polo Residence Meydan, Dubai, UAE  
November 30, 2017 – Present

- Welcome guests and clients by greeting in person or on telephone; clarifies clients needs
- Attend to resident and client queries
- Provide solutions and support to the client using in-depth knowledge of company procedures and services
- Deals effectively with difficult clients
- Clearly determine the purpose of the call/inquiry of the client
- Deals with queries and provide correct information
- Maintains operations by following policies and procedures; reporting needed changes
- Contributes to team effort by accomplishing related results as needed.
- Provide assistance to all other departments when required
- Providing daily building activity reports to the supervisor

#### Billing Support Staff

City Hospital of Lipa, Batangas City, Philippines  
June 2016 - October 2016

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- Collects delinquent accounts by establishing payment arrangements with patients; monitoring payments; following up with patients when payment lapses occur;
- Secures outstanding balance payments for care of hospital employees by establishing payroll deductions; obtaining signatures for automatic transfers;
- Maintains work operations by following policies and procedures; reporting compliance issues.
- Maintains quality results by following standards.

## Admitting Support Staff

City Hospital of Lipa, Batangas City, Philippines  
September 2015 - May 2016

- Admits patients by receiving bookings from physicians; interviewing patients; entering patient information to admissions database;
- Provides patients with information by explaining hospital admission policies, time of admission, room selection; answering inquiries;
- Prepares admission folders by gathering admission paperwork for scheduled patients;
- Greets and receives patients to be admitted by conducting personal interviews; entering demographic and insurance information; confirming pre-admission information; obtaining signatures on legal consents and insurance forms; receiving payment;
- Admits emergency room and maternity patients by obtaining information from family members; visiting emergency room, delivery room, or patient room;
- Provides information to the public by answering admitting procedure, hospital regulation and service inquiries of patients and the public; referring inquiries;
- Serves and protects the hospital community by adhering to professional standards, hospital policies and procedures, and local requirements and standards;

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- Accomplishes admissions and hospital mission by completing related results as needed.

## Front Desk Support Staff / Receptionist

City Hospital of Lipa, Batangas City, Philippines  
July 2015 - August 2015

- Welcomes patients and visitors by greeting in person or on telephone; answering or referring inquiries;
- Optimizes patients' satisfaction, provides time and treatment room utilization by scheduling appointments in person or by telephone;
- Comforts patients' anticipating anxieties; answering patients' questions; maintaining the reception area;
- Ensures availability of treatment information by filing and retrieving patient records.
- Helps patients in distress when responding to emergencies;
- Protects patients' rights by maintaining confidentiality of personal and financial information;

## On the Job Training

- Bahay ni Kuya Treatment and Rehabilitation Center (Clinical setting)
- Pilipinas Kyohritsu Inc. (Industrial setting)

## Education

### Bachelor of Science in Psychology

Batangas State University  
Lipa City, Batangas, Philippines  
2011 - 2015

## Affiliation

**PMHA (Philippine Mental Health Association)**  
Member 2011 – 2015

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**ACASS (Association of College of Arts and Sciences Students)**

2011 – 2015

**COPS (Circle of Psychology Students)**

2011 – to 2015

**UNPUBLISHED THESIS**

“Life Satisfaction of Single Elders in Poblacion, Lipa City

## Character Reference

Available upon request