



KATHRYN MARIEL BUENAVENTURA FUENTECILLA, RN CPC - AAPC

A highly motivated, confident with exceptional multi-tasking and organizational skills and fully certified Professional Coder who has a full understanding of ICD-10-CM and CPT coding procedures. A conscientious person who works hard and pays attention to detail and excellent data entry skills which allows for accurate coding of medical information and provided care.

Registered Nurse and has a Medical Coding Certification in AAPC as a Certified Professional Coder.

PROFESSIONAL EXPERIENCE

Office Supervisor / Administrator (09 October 2016 – 30 November 2018)

VisaGov.ae – Electra Street, Abu Dhabi, UAE

Oversee the workflow of the office by leading and managing the team while providing engaging, sincere, personalized service to our customers, to optimize the relationship in order to drive sales growth and sustained, long-term profitability. Timely and accurate submission of critical documents for international travel. Specialize in preparing detailed itineraries for travelers and ensuring pleasant travel experiences.

Duties:

- Lead and manage all aspects of the office and ensure all service standards are followed
- Support and supervise office activities and tasks completion
- Liaising with couriers, dispatch teams and managing the post in and out.
- Implementing company policies and ensuring employee compliance.
- Prepare reports for a wide variety of company departments, such as accounting and human resources, using the entire Microsoft suite of software.
- Conducted training, guided and motivated staff on the process.
- Effectively promote and sell travel visa services to New Customers
- Generate sales through outbound telephone calls, outside appointments and other communication methods
- Develop referrals and leads through networking, cold calling, prospecting and other techniques
- Build and maintain customer database
- Successfully processed travel visa applications to all countries.
- Arranged transportation, accommodation, travel insurance and travel itineraries for domestic and international trips for clients based on client's needs, budgets, and expectations.
- Educated clients on travel requirements for international destinations, including visas, vaccinations, passports, and customs.
- Distinguished from others by tenacity to become expert in the visa process and creating a synergetic relationship with our clients.
- Liaising with consulates and the embassies to ensure visas were issued on time.
- Analyzed and investigated customer complaints and resolved them in a timely manner.
- Resolved issues and reduced losses by meeting consulate members.
- Maintained inventory of travel information and updated website.
- Processed invoices and ensured prompt handling of client payments.
- Summarizes current financial status by collecting information; preparing balance sheet, profit and loss statement, and other reports.
- Experienced with Quickbooks.

Account Executive (February 26, 2013 – May 13, 2016)

Werdenberg International Corp. - Makati City, Philippines

Offers high end food products from up to 10 different countries. Deals directly with the Executive Chefs and Top Management of 5 stars Hotels and restaurants. Responsible for developing new business, growing existing accounts, carrying out administrative tasks and provide clients with a high level of customer service experience.

Duties:

- Sells consultatively and makes recommendations to prospects and clients of the various solutions the company offers for their accounts receivables issues.
- Provided prospect/customer with price quotations and ensure there is a full understanding of the parameters regarding such programs.
- Built and promoted strong, long-lasting customer relationships by partnering with them and understanding their needs

PERSONAL DETAILS

Address: Muroor Road, Abu Dhabi, UAE

M: 054 751 2660

E: ckathriel@gmail.com

DOB: 02/02/1991

Nationality: Filipino

CERTIFICATION

Registered Nurse – July 2011

Professional Regulation Commission Nursing

Licensure Examination

License Number: 0718168

CPC - May 2018

American Academy of Professional Coders

ACADEMIC QUALIFICATIONS

CHINESE GENERAL HOSPITAL

College of Nursing and Liberal Arts

Bachelor of Science in Nursing

June 2007 – March 2011

TRAININGS

TIME TRAINING CENTER

Medical Coding

January 2018 - March 2018

CURE MEDICAL CENTRE

Medical Coding training for 2 weeks

August 2017

KEY SKILLS

*Excellent Data Entry
Communication & People
skills
Tactful & articulate
Critical Thinking & Problem
solving
Team player
Reliable & consistent
Flexible attitude
Self-assured
Task prioritization
Dependable
Time management
Negotiating
Decision making
Presentable & articulate
Business awareness & enterprise
Basic Accounting*

- Presented sales and realistic forecasts to the management team
- Resolved customer complaints and problems in a timely manner
- Successfully handle a high volume of customer enquiries whilst providing a high quality of service via phone, e-mail and in writing.
- Carried out administrative tasks such as data input, processing information, completing paperwork and filing documents.
- Assisted the sales team, focusing mostly on managing schedules and the distribution of any sales documentation.
- Experienced in proposal writing, bidding, handling RFP's and tenders in the F&B industry
- Liaise between other departments and the client to provide the service most suitable to the client's needs, cost and time restraints.
- Produce reports on progress within the department and outline any developed strategies to improve.
- Adept at using SAP Ariba for Purchase Order and Invoice settlement.
- Creating and processing invoices for Purchase Order
- Ordering and ensuring the delivery of goods to customers.
- Ensured Purchase Orders are placed on time and in accordance with best practice
- Manage Requisition to Purchase Order Process
- Collect payments from clients as necessary
- Liaison with International Suppliers.
- Responsible for monitoring sales level and patterns in a monthly basis to identify and predict any potential problems.
- Performing other related duties as required and assigned.

Insurance Customer Service Representative (August 2011 – January 2013) **IBM Global Services** – Quezon City, Philippines

Corresponded with current customers or agents to obtain and/or relay information regarding account status or changes

AREAS OF EXPERTISE

*2018 ICD-10-CM
CPT and HCPCS Coding
Medical Terminologies
Multi-tasking
Perform well in high demand, fast
paced environments
Administrative Tasks
Business Development
Office Management
Account Management
Customer service
Complaint resolution
Customer relations & retention
Computer proficient*

Duties:

- Organized and maintained electronic policyholder records
- Reviewed and verified information on insurance applications and policies
- Identify customer events and needs to modify, update, and process existing policies and claims
- Notified insurance agent and accounting department of policy cancellations
- Examined and edited letters from policyholders and/or agents, insurance applications, and other company documents
- Verified information on applications for policy reinstatement and approval eligibility
- Obtain proof of policy cancellations per customer request
- Utilized knowledge of products to assist new and existing customers with product acquisition

CORE QUALIFICATIONS

- Can easily settle in to any role & take over the management of an existing client base.
- Confident and able to work without direct supervision.
- Able to build good relationships both internally and externally.
- Managing personal time and effort effectively.
- Excellent spelling and grammar and a flexible hard-working attitude.
- Excellent listening and verbal communication skills.
- Proficient in operating Microsoft Word, Outlook, PowerPoint and Excel
- Experienced in Eclaims