



Renzendave Viloría Lazaro

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OBJECTIVE

- To be employed in a company that requires skills knowledge and opportunity for career advancement.
- To join a company that would give me personal development and individual responsibility.

SUMMARY

- I will not contribute any problem in the company instead I will do my very best to promote leadership and cooperation for the progress of the company and protect its reputation for other competing companies. I'm willing to be trained and can start immediately.

SKILLS

- Team player, flexible, analytical and resourceful.
- Goal directed and result oriented individual.
- Self-motivated with high energy, initiative and focus.
- Flexible and fast learner who readily adapts to new situation and enjoys challenges learn and willing to be trained.

WORK EXPERIENCE

- **Insurance Coder/Medical Insurance Coordinator/Insurance Specialist**
(Riaz Specialist Medical Center – Sharjah)
Al Wasit Street, Al Shahba Area
Sharjah, UAE
(February 2016 – Present)

Duties/Responsibilities

- Determining the correct codes for patient records
- Reading and analyzing patient records
- Using ICD-10 and CPT codes to bill medical insurance
- Keeping track of patient data over multiple visits
- Maintaining patient confidentiality and information security
- Handles queries of patient with medical insurance
- Applies pre-approval (thru phone calls, emails and fax) in accordance to each insurance policy

- Complete, files and bills of insurance claims as per insurance policies
- Evaluate and process claims for final submission to their respective insurance companies

- **Customer Service Representative**
(Maxicare Healthcare Corporation)
 Amorsolo Corner Dela Rosa Street Legaspi Village
 Makati City, Philippines
 (January 2015 – June 2015)

Duties/Responsibilities

- Listen and respond to customer needs and concerns
- Provide information about products and services
- Handle returns or complaints
- Record details of customer contacts and actions taken
- Research answers or solutions as needed
- Refer customers to supervisors, managers, or others who can help

- **Medical Documents Specialist (ICD 10)**
(Equicom Information Technology Incorporation)
 Zapote Street Santa Cruz
 Makati City, Philippines
 (January 2014 – Dec. 2014)

- **Medical Claims Examiner (ICD 9)**
(Imagenet Philippines Incorporation)
 Valero Street Ayala
 Makati City, Philippines
 (July 2013 – Dec. 2013)

Duties/Responsibilities

- Verifying the client concerns, benefits and information.
 - Giving approvals for every covered benefits.
 - Calculating the total expenses of the client before giving approvals.
 - Analyze and read diagnosis and procedures that medical team provide.
- **First Aid and Basic Life Support**
(Philippine Red Cross)
 Valenzuela City, Philippines
 (January 2013 – June 2013)

EDUCATIONAL BACKGROUND

College : Our Lady of Fatima University
 : Valenzuela Campus, Philippines
 : October 26, 2012
Course **Bachelor of Science in Nursing**

RELATED LEARNING EXPERIENCE

- **Inbound Call (out-patient)**
- **Microsoft Word (basic)**
- **Microsoft Excel (basic)**
- **ICD-10 training and processing claims**
- **ICD-9 training and processing claims**
- **Submission of e-claims**
- **Submission of online claims**

PERSONAL INFORMATION

Date of Birth : 12 June 1990
Religion : Christian Catholic
Citizenship : Filipino
Civil Status : Single
Age : 29 yrs. old
Height / Weight : 5'6" / 70kgs
Languages / Dialect Spoken : Ilocano, Tagalog and English
Visa Status : Employment

EXPECTED SALARY 4500 - 6000 AED (negotiable)

CHARACTER REFERENCE

Ralph Ronald Fuentes
(Insurance Coordinator Dental)
Riaz Specialist Medical Center- Sharjah
Al Wasit Street, Al Shahba Area
Contact Number: +971559314179

Catherine Osorio Bolena
(Insurance Coordinator Gyne)
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