

MICHELLE PAÑA LINGA

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CAREER OBJECTIVE

To have a job that would suit my educational attainment and work experiences in business or service industry.

PERSONAL BACKGROUND

Nickname	: Ychel
Age	: 39 years old
Birth date	: January 30, 1981
Civil Status	: Married
Gender	: Female
Religion	: Roman Catholic
Citizenship	: Filipino
Personal No	: 810167042

EDUCATIONAL ATTAINMENT

Graduate Studies	: Masters in Business Administration 18 units Golden Gate Colleges P. Prieto St. Batangas City Philippines 2001 – 2002
	Undergraduate

Tertiary	: Bachelor of Science in Commerce Major in Banking and Finance GWA: 2.191307 University of Batangas Hilltop Site, Batangas City 1997 – 2001
Secondary	: Saint Bridget's College M. H. Del Pilar St., Batangas City 1993 – 1997
Primary	: Western Philippine Colleges M. H. Del Pilar St., Batangas City 1986 – 1993

TRAININGS ATTENDED (BAHRAIN)

- **Basic Accounting Training 1**
Organized by **PICPA- Bahrain Toastmaster Club and PICPA Bahrain Chapter** from November 27 – Dec 18, 2015.
- **Effective Employment Engagement**
Organized by **IMPACT Training Institute for Al Kindi Specialised Hospital** from December 15 – 30, 2013.
- **Medical Insurance Basics and Solutions**
Organized by **Horizon HRD for Al Kindi Specialised Hospital** from October 8 – 15, 2011.

WORK EXPERIENCES

Insurance Coordinator
Ibtisama Specialist Dental Center
Saar Bahrain

JOB DESCRIPTION:

- Checking all the claims forms if properly filled up and signed by the dentist.
- Ensure that all claims forms are submitted to the insurance companies and receive any approval from them.
- Ensuring that all deductibles and co insurance are properly applied on each claim.
- Encoding of each claim per insurance company and submitting it at the end of the month.
- Following up to the patient if there is a back payment that they need to pay and advising them if they already finish the limit of their dental benefit.
- Giving appointments to the patient and advising of the treatment on their next visit.
- Updating all the new companies covered by dental insurance on the system.
- Settlement of claims on the system once payment is received and endorsing the papers to the accountant for auditing.
- Follow-ups to each insurance company for payments and settlements.
- First in contact with the insurance company if there are any changes of procedures need to adhere by the providers.
- Attending meetings called in by the insurance company.
- Direct in contact for the formation of the Dental Center to be included in the group network of provider by the insurance company.
- Adhering to the requirements needed by the insurance company and ensuring that there is a smooth relationship as their provider.

March 01, 2011 – April 30, 2018
Dental Insurance / Accounts
Dental Department
Al Kindi Specialized Hospital
New Zinj, Manama Bahrain

JOB DESCRIPTION:

- Checking all the claims forms if properly filled up and signed by the dentist.
- Ensure that all claims forms are submitted to the insurance companies and receive any approval from them.

- Advising the secretaries about any changes, added benefits of each patient holding an insurance policy with dental benefits.
- Ensuring that all deductibles and co insurance are properly applied on each claim.
- Encoding of each claim per insurance company and submitting it at the end of the month.
- Following up to the patient if there is a back payment that they need to pay and advising them if they already finish the limit of their dental benefit.
- Giving appointments to the patient and advising of the treatment on their next visit.
- Updating all the new companies covered by dental insurance on the system.
- Knowledge about HIMS which was the database or system use at the hospitals.

June 19, 2009 – February 25, 2011

Receptionist

One Juffair Luxury Service Apartment

Juffair, Manama Bahrain

JOB DESCRIPTION:

- Assigning of rooms and registration of arriving guest according to established procedures
- Handling of guest room keys, mail, cables, parcels messages etc.
- Serving as the communication center for the guest while he is registered in the apartment, providing the needed information not only about hotel facilities and services but points of interest like post office, flight schedules, areas of entertainment, tourist spots, etc
- Control and updating room status rack
- Preparation and maintenance of reports or records pertinent to the guest's stay at the hotel
- Submission of the Night Audit report indicating the number of rooms sold vacant rooms, average rate total revenue, occupancy rate, and etc.
- Coordination with the other departments in the performance of its functions especially the Housekeeping and security department.
- Staff scheduling and updating of all staff attendance in the system
- Knowledge about IDS as the apartment software system.

January 02, 2007 – February 15, 2008

Technical Support I

TELETECH CMC – Lipa Site

Robinsons Place Lipa

Mataas Na Lupa Lipa City

JOB DESCRIPTION:

- Assign on BSKYB account as technical support representative who's primarily concern with solving customers' issues about internet connection and technical problem with the computer.
- Knowledge about MS Word, Excel and other computer software and basic programs.

March 03, 2006 – May 03, 2006

Front Desk Clerk / Receptionist

CASA CECILIA HERITAGE HOTEL

Brgy. Carscuhe Diversion Road Taal Batangas

JOB DESCRIPTION:

- Assign in Front Office with concern on the hotel's guest and functions.
- Assign to check all the documents need and guest list for the day and those who have room reservations.
- Assisting in different hotel's functions like weddings, baptism, parties and meetings.
- Assisting in table preparation and decoration as well as designs of table cloths and linens used.
- Assisting in the buffet table and serving of food and beverages to the guests.

January 17, 2005 – November 18, 2005

Customer Service Representative

SM Department Store

SM CITY BATANGAS

Pallocan West, Batangas City

JOB DESCRIPTION:

- Knowledge in operating POS (Point of Sale) machines.
- Selling of prepaid cards, show tickets, internet cards, internet game cards.
- Transactions of Bills payment paid by the customers.
- Assist in the gift-wrapping section of the department store when needed.
- Assisting customers with regards to exchange and replacement of damage item that they have bought.
- Providing information with regards to location, events and activities held in the mall premises.

March 01, 2002 – August 2002
Production Staff / Document Controller
TAIYO PLASTIC CORP. OF THE PHILIPPINES
Gateway Business Park
Javalera Gen. Trias, Cavite

JOB DESCRIPTION:

- Assign in production office; encoding and printing of documents and manuals use in setting of machines use in plastic injection.
- Filling of standard samples approve by clients and from quality control department.
- Giving of parameters and stocks to be accomplished by the production operators for a day or for a certain batch.
- Coordinating with the warehouse staff if the supply of each product is still in its normal status or if need to be replenished.
- Coordinating with the Document Controller the manuals and samples that should be use to achieve a quality product.
- Knowledge in operating single injection and double injection machines in making plastics products for computers, telephones and printers.

April 02, 2001 – September 02, 2001
Administrative Crew/ Counter Crew
JOLLIBEE – BAUAN Branch
Bauan, Batangas

JOB DESCRIPTION:

- Act as a senior cahier; took control on the funds need by counter crews.
- Assist the customers on the food that they order and eventually put sales on (POS) point of sale machines.
- Staff scheduling and encoding it on a daily basis to be submitted at the end of each month.
- Assisting of kid's parties and meetings or any functions help in the store.

I hereby certify the above information are true and correct base on my knowledge and belief.

MICHELLE P. LINGA
Applicant