

Cortez, Mark Joseph Q.

Building 590, Flat 22, Road 2528, Block 425, Jidhafs, South
Selah,

Kingdom of Bahrain

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OBJECTIVE

- ✦ To use my Related Learning Experience through performing tasks satisfactorily by allowing me to contribute my knowledge and acquired skills, and eventually take a part in the success of the institution through contribution of efforts.

SKILLS

- ✦ Dynamic, highly organized, self motivated, dependable, cheerful personality and commendable team player.
- ✦ Fast learner and easy to adopt.
- ✦ Versatile and optimistic.
- ✦ Ability to work in any shift of time.
- ✦ Ability to manage and use the appropriate medical equipment in a particular procedure.
- ✦ Ability to perform Emergency situation like Basic and Advance Life Support; Cardiopulmonary Resuscitation (CPR)
- ✦ Computer Literate (MS office, MS Excel, and any other MS programs)
- ✦ Can play different kind of musical instrument
- ✦ Good communication skills in English
- ✦ Driving car (manual/automatic transmission)

SEMINARS ATTENDED

- ✦ Branded Customer Experience (April 17, 2013)
- ✦ ECHO: Embracing customer calls for healthcare organizations (October 24, 2009 and November 7, 2009)
- ✦ Quality Management of Nurses Towards National and Global Welfare (September 24, 2003)
- ✦ Implication of Legal Aspect in Nursing (February 17, 2006)
- ✦ Stress Management (February 17, 2006)
- ✦ Transformational Leadership (February 17, 2006)

WORKING EXPERIENCES

DR. LAMYA'S LASER SPECIALIST DENTAL CENTER - RIFFA

Date : April 2015 - Present
Position : Medical Insurance Officer – HMO cum Receptionist / Administrative
Location : Shop 12, Building 649, Road 1509, Block 915, The Walk Riffa, Kingdom of Bahrain

AL SHARAF ORTHOPEADIC AND SPINE SPECIALIST CENTER

Date : August 2014 – April 2015
Position : Medical Insurance Officer – HMO cum Receptionist / Administrative
Location : P.O. Box: 82246
Building 93, Road 13, Manama 711
Tubli, Kingdom of Bahrain

Duties and Responsibilities

1. Able to communicate with insurance companies, insured clients, staff, and departments such as human resources, marketing, or operations. Coordinators have to resolve issues and act as a bridge between insurance companies and patients.
2. Insurance coordinators may also assist patients or clients with insurance information. They should be available to answer questions and help clients fill out necessary forms. They are sometimes responsible for resolving disputes that patients may have about insurance payments.
3. Manage and send claims to insurance companies for payment. Payment from the insurance company is collected by the insurance coordinator, an additional invoice is sent to the patient if additional money is owed.
4. Maintaining current knowledge of regulations and laws related to the insurance industry is another duty of the insurance coordinator. This may be done through research or continuing education, such as workshops or classes. The coordinator is also usually responsible for making sure that other employees in the company who work with insurance are also knowledgeable regarding the laws and regulations to ensure that everyone is working with the same information when processing insurance claims.
5. Insurance coordinators should be familiar with the guidelines and procedures related to insurance within the specific company. If new procedures are created, the coordinator is often responsible for helping to implement the procedures and make sure that other employees are aware of and adhering to the changes. The coordinator often works with an insurance manager to achieve these goals.
6. Maintaining records is another part of an insurance coordinator's job. Computer skills are generally required for this, as data is usually entered into a computer database for easy referral and access. Since there is such a wide variety of job duties related to this position, time management skills are also important.

JOEY'S PIZZA RESTAURANT

Date : October 2013 – October 2014
Position : Bar Man cum Assistant Cook
Location : Segaya Ave. Manama, Kingdom of Bahrain

Duties and Responsibilities

1. Making different kind of fresh juices and mock tail.
2. Assisting the head chef inside the kitchen.

VALUE CARE HEALTH CARE SYSTEM (Health Maintenance Organization-HMO)

Date : October 30, 2009 – July 24, 2013
Position : 24/7 Medical Customer Care Service Officer/
Senior In-House Medical Insurance/Liaison Officer
Location : 607-613 East Tower, Philippine Stock Exchange
Center, Exchange Road, Ortigas Center, Pasig
City, Manila Philippines

Duties and Responsibilities

1. Facilitates and monitors in-patient availments at hospitals within assigned area.
 - a. Grants coverage or non-coverage of availments according to authority limits.
 - b. Discusses with member the extent of coverage or non-coverage of availment.
 - c. Issues the Letter of Authorization.
 - d. Computes for the excess charges that may be incurred by member and collects payment accordingly; if actual collection is not possible, endorses properly to the hospital's Billing/Credit & Collection unit.
 - e. Coordinates with the hospital's Billing/Credit & Collection unit to facilitate discharge of member and collection of excess charge payment, if any.
2. May facilitate out-patient availments received via telephone.
 - a. Grants coverage or non-coverage of availments according to authority limits.
 - b. Makes proper referral of members.
3. Receives and handles availment queries of members.
4. Resolves availment complaints of members otherwise elevates to Customer Care Associate – Roving Team / Roving Team Supervisor.
5. Coordinates and establishes rapport with affiliated doctors and hospital staff.
6. Reports concerns of affiliated doctors and hospital staff to Team Supervisor.
7. Performs other duties as may be assigned by the Roving Team Supervisor/Assistant Manager – PCCs & Roving Team/Department Head from time to time.

ONE OMIROS ARCHITECTURE

Date : July 2009 – August 2009
Position : Document Controller /Secretary/Administrative Assistant
Location : YAS ISLAND PROJECT UAE - Abu Dhabi

Duties and Responsibilities

Updating and issuing of documents and removal of out-of date documents.

SAN GERONIMO GENERAL HOSPITAL AND ORTHOPEADIC EMERGENCY

- Operating Room Nurse, Ward Nurse/In-Patient Department, Out-Patient Department, Emergency Room and Rehabilitation Unit.

Date : July 2007 – July 2009
Position : Staff Nurse
Location : Manila, Philippines

Duties and Responsibilities

1. Admission of patient
 - a. Received patient from E.R
 - b. Orientation of the patient and family about hospital policies facilities and services.
 - c. Reporting initial assessment made by the nurse to attending physician.
 - d. Implementing intelligently the order of the physician
2. Rendering direct personalized nursing care to patients
3. Performing special procedures like:
 - a. N.G.T insertion/NGT feeding
 - b. Catheterization
 - c. Suctioning
 - d. Checking of contraption and drainage tubes
 - e. Giving of inhalation
 - f. I.V insertion
4. Observing and making regular rounds and frequent round to Patients and assigned and detect changes in their conditions and reports promptly.
5. Maintaining a clean and safe environment and reports any Physical adjustments necessary to patient care.
6. Recognizing need and performs emergency life saving measures as needed.
7. Participating actively in the service education of the hospital.
8. Preparing and giving care to the surgical patients, pre-operatively and post-operatively.
9. Providing spiritual care to the patients and psycho-emotional care through therapeutic communications.
10. Administering medications safely and accurately (oral, parenteral, topical, and rectal)

EDUCATIONAL BACKGROUND

 Primary Level (Elementary) <ul style="list-style-type: none"> University of Rizal System- Elementary Department 1996 	1991-
 Secondary Level (High School) <ul style="list-style-type: none"> St. John's Wort Montessori School of Antipolo 2000 	1997-
 Tertiary Level (College) <ul style="list-style-type: none"> Far Eastern University – Manila, Philippines Course: Bachelor of Science in Medical Technology 2003 Southeast Asian College Incorporated (Formerly 	2001-

PERSONAL BACKGROUND

Provincial Address : Block 9 Lot 8 Brittany 1 Executive Homes, Brgy. San Isidro, Antipolo City, Philippines

Parent's Name : Father's name - Nestor G. Cortez
Occupation - Civil Engineer
Mother's name - Josefina Q. Cortez
Occupation - Civil Engineer

Sibling Position : Eldest

Birth Date : 14 July 1984

Status : Married

Age : 30 years old

Height : 5'8" 1/2

Weight : 220 Lbs.

Religion : Christian

CHARACTER REFERENCES

✚ **Mr. Ronnie Mendoza, M.D**

-Medical Director

Valuecare Health System, Inc.
Philippine Stock Exchange Center, Ortigas Center
Pasig City, Philippines
Contact no: 02 702-3388 / 02 702-3310

✚ **Mr. Jaime Amagsila, M.D**

-Anesthesiologist

San Geronimo General Hospital- Morong Rizal, Philippines
Rizal Provincial Hospital- Morong Rizal, Philippines
Queen Mary of Help Hospital- Cardona Rizal, Philippines
Contact no: +63 0920-9055235

✚ **Mr. Jeffrey Lauron**

-Document Controller / Secretary

One Omiros Architecture - UAE Abu Dhabi / Melbourne Australia
Contact no: 050-2813239

✚ **Mr. Yusuf Talha**

-Owner (Joey's Pizza Restaurant)

Tala Plaza Segaya, Manama, Kingdom of Bahrain
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