

MARIA KARENINA DAYAO

APPOINTMENT COMPLIANCE SPECIALIST

CONTACT

- +639350670220
- mkdayao26@gmail.com
- Santiago City, Isabela Philippines

SKILLS

- Management Skills Leadership
- Computer Literate
- Active Listening Skills
- Computer skills (typing/word processing, MS Word, Excel Knowledge in Tebra, Salesforce)
- Adhere to HIPAA privacy policies and procedures.
- Time management Willingness to learn more

REFERENCES

Mc Whaller V. Rivera

Human Resources Generalist
Rhythm Management Group

- +639276902764
- mcwhaller.rivera@gmail.com

Ma. Kristina Soleil Ching

Billing Specialist
Rhythm Management Group

- +639204643807
- soleilching2315@gmail.com

WORK EXPERIENCE

Appointment Compliance Specialist

Rhythm Management Group 2022-2024
Work from home

- Provide clear instructions to patients regarding appointment preparation, medication management, and procedural guidelines to maximize appointment efficacy.
- Maintaining accurate and detailed records of patient appointments, procedures, and follow-up care to facilitate seamless communication between healthcare providers and patients.
- Collaborate with healthcare professionals to coordinate patient care, optimize appointment scheduling, and identify opportunities for process improvement within the rhythm management department.
- Monitor and manage patient appointments, ensuring adherence to scheduling protocols and optimizing patient flow within the Rhythm management department.
- Proficient in Tebra and Salesforce platforms.

Sales Clerk

2011-2016

Monde Nissin

- Signing up new customers, retrieving customer data, presenting relevant product information, and canceling services
- Trained new employees in how to use Local Database, entering customer data and organizing customer interaction logs
- Compiled, prioritized, sorted and processed customer's order into local database
- Maintained a hard copy backup of all sensitive information of the customer's orders
- Memorized entire line of company products & services, including prices and special discounts.