

## Esperanza D. Labao



: 19 Renacimiento Street Tabuco, Naga City 4400, Camarines Sur  
Philippines



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### Objectives

To obtain a position that will enable me to use my strong organizational skills with good educational background, work experiences and ability to work well with people.

### Additional Skills

- Multitasking Abilities
- Quality Customer Service
- Active Listening
- Photoshop and Video Editing ( Adobe Photoshop/Lightroom, Pinnacle Studio and Vegas Pro)
- HMO understanding
- Organization and Time Management
- Attention to Detail
- Data Entry
- Proficiency in Microsoft Office (Word, Excel,) and Google Drive

### PERSONAL DATA

<i>Date of Birth</i>	: February 28, 1976
<i>Civil Status</i>	: Married
<i>Gender</i>	: Female
<i>Nationality</i>	: Filipino
<i>Religion</i>	: Roman Catholic
<i>Husband's Name</i>	: Eduardo L. Labao II
<i>Child's Name</i>	: Charles Edward D. Labao III

## EDUCATIONAL BACKGROUND

School	Year of Completion	Certificate Obtained
Ago Foundation College Concepcion Grande, Naga City Philippines	March 2004-2006 <b>Graduate</b>	Bachelor of Science in Nursing
Universidad de Sta. Isabel Elias Angeles St., Naga City Philippines	Undergraduate 1995-1997	Bachelor of Science in Nursing
Universidad de Sta. Isabel Elias Angeles St., Naga City Philippines	Undergraduate 1993-1995	Bachelor of Science in Physical Therapy
Partido State College Goa, Camarines Sur Philippines	March 1993 <b>Graduate</b>	Secondary Education
Goa Central School Goa, Camarines Sur Philippines	March 1989 <b>Graduate</b>	Elementary Education


## Working Experience

### **BICOLCARE MEDICAL CLINIC AND LABORATORY** **CBD II, Brgy. Triangulo, Naga City** **Camarines Sur, Philippines**

March 18, 2022 – September 10, 2024


#### **HMO Officer**

- Gained strong leadership skills by managing projects from start to finish.
- Organized and detail-oriented with a strong work ethic.
- Delivered services to client availments within specific time frames.
- Demonstrated respect, friendliness and willingness to help wherever needed.
- Proven ability to develop and implement creative solutions to complex problems.
- Passionate about learning and committed to continual improvement.
- Organized and detail-oriented with a strong work ethic.
- Proven ability to learn quickly and adapt to new situations.
- Reconciliation of due payments.
- Posting of Doctors schedule and promo ads
- Doctors accreditation and also HMO Providers accreditation.

 **CAREHEALTH PLUS SYSTEM INTERNATIONAL, INC.**  
**Roxas Blvd., Ermita**  
**Metro Manila, Philippines**


July 2021 – present (Part-Time Job)  
**Sales Health Counselor Agent**

- Prepare and present presentations to prospect as well as family members and group account
- Execute prompt inquiries' follow-up, lead through phone and in writing.
- Support prospective residents, family members and advisors in decision-making procedure through understanding needs plus how to meet plus exceed expectations.
- Makes presentations to health professionals to promote new launches and special offers
- Plans work schedules and weekly and monthly timetables with the area sales team
- Reports back to senior team members about sales

 **Mrs. Bonifacia T. Oriño**  
**Molave Street, Liboton**  
**Naga City, Philippines**

June 2021 – July 2021 (Part-Time Job)  
**Elderly *Caregiver***

- Assist with walking and light exercises
- Plan and prepare meals, followed by clean-up
- Monitor food expiration dates, make future meals
- Make beds and change linens, as needed
- Light housekeeping to include dusting and vacuuming
- Assist with bathing, dressing and grooming
- Engage in physical and mental exercises
- Provide medication reminders

 **CAREHEALTH PLUS SYSTEM INTERNATIONAL, INC.**  
**Door 10, Dr. Teresita Building**  
**Ninoy & Cory Aquino Avenue, Brgy. Triangulo**  
**Naga City 4400, Philippines**

February 11, 2020 - May 2021  
**CARE OPERATION ASSISTANT (COA)**

- Performing administrative duties
- Assisting receptionists
- Couriering important files
- Providing innovative ideas
- Managing records of company policies and procedures
- Coordinating company meeting, events and sessions with other department assistants
- Preparing guests or client accommodations
- Creating presentations, documents, files, spreadsheets and databases
- Arranging for the delivery of domestic and international packages
- Preparing financial reports
- Reconciliation and customer service duties. They work with clients by answering their queries and giving account updates
- Acts as the liaison between the clinical staff and the HMO's

- Collect vital information from various departments to be shared with the HMO's
- Verify coverage & benefits and dates of coverage with the HMO's to ensure proper compensation



**NAGA IMAGING CENTER COOPERATIVE (NICC) DOCTORS HOSPITAL**  
**Roxas Avenue Diversion Road, Triangulo**  
**Naga City 4400, Philippines**

July 2019 - October 2019

**HMO STAFF**

- Serves as the front-line officer of the day who will carry out the transactions related to HMO Accounts.
- Answer all queries pertaining to HMO.
- Assist the HMO-Clients during Emergency, Out-Patient, APE, Executive check-up and In-Patient utilization.
- Secure approval for ER/OPD such as ER fee, Supplies, Medication, Diagnostic procedures from the HMO's main office by providing the necessary data through text or phone call.
- Reports daily admission of HMO members to Liaison Officers through phone or via email concerning the details of confinement.
- Secures the letter of Authorization of patient with HMO Accounts and endorse to Billing Section the payable of patients prior to actual discharge.
- Prepares statement of accounts to be paid by patient especially un-coverable charges.
- Make statement of accounts after medical services rendered for ER and OPD patients.
- Post all transaction to designated HMO account. Ensure that all charges included at SOA prior to transmit.
- Prepares Transmittal of each HMO and record all documents to HMO Logbook.
- Monitors the Maximum Benefit (MBL) of patient and endorsed to Billing Section in case patient exceeded the amount.
- coordinates with others concerned departments to facilitate smooth flow of admission to discharge process of patient
- Update the list of accredited physicians.
- Willing to accept the duties as required and assigned by Top Management like retrieving and filing documents from time to time.

November 2018 – July 2019

***Operation Room Clerk/Inventory Clerk***

- Enters daily O.R. schedule into the computer system, distributes the schedule to appropriate units/departments, and updates the schedule as changes occur.
- Communicates to Physician and OR Nurses for OR supplies.
- Enters patient supply, time and labor charges for O.R., P.A.C.U., and Anesthesia Department into the computer system for billing purposes.
- Locates, researches and calculates accurate patient charges on miscellaneous supply items and reports frequently used items to the O.R. Business Manager so that a unique charge number can be established.
- Verifies and documents that all O.R. services and supplies are charged to patients accurately by verifying charge documents to schedules/logs.
- Performs related, routine clerical duties as required and establishes/implements follow-up, procedures as necessary.
- Schedules and arranges appropriate meeting rooms on request from O.R. management/ professional staff and makes provision for necessary equipment and supplies.
- Assists Storekeeper with record keeping for repair maintenance log.
- Assists in orienting new employees to clerical systems and procedures in the unit.
- Assists with supply par-leveling (base line) processes.
- Performs related work as required.

May 2018 – November 2018

***Admitting and Information***

- Interviews incoming patient or representative and enters information required for admission into computer: Interviews patient or representative to obtain and record name, address, age, religion, persons to notify in case of emergency, attending physician, and individual or insurance company responsible for payment of bill.
- Explains hospital regulations, such as visiting hours, payment of accounts, and schedule of charges.
- Arranges patients for escort to assigned room or ward.
- Enters patient admitting information into computer and routes printed copy to designated department.
- Obtains signed statement from patient to protect hospital's interests.
- May assign patient to room or ward.
- May compile data for occupancy and census records.



**Mrs. Coleta Raña**  
**Naga City, Philippines**

June 2015 – September 2017

***Elderly Caregiver***

- Assist with walking and light exercises
- Plan and prepare meals, followed by clean-up
- Monitor food expiration dates, make future meals
- Make beds and change linens, as needed
- Light housekeeping to include dusting and vacuuming
- Assist with bathing, dressing and grooming
- Engage in physical and mental exercises
- Provide medication reminders
- Escort religious services or events
- Companionship




**Mr. Henry Mandasoc**  
**Naga City, Philippines**

April 2012 – May 2015

***Child Caregiver***

- Helping children with personal hygiene
- Maintain a Safe and Comfortable Environment
- Serving meals to the children
- Helping with their homework and reading books to toddlers
- Providing emotional support
- Transporting children to various appointments
- Ability to get along with children and entertain them
- Good communication and interpersonal skills

 **Hillside Nursing Home**  
**North Hill Drive**  
**Harold Hill Romford, Essex**  
**United Kingdom**  
**RM3 9AW**

April 2008 – June 2010

***Health Care Assistant/Caregiver***

- Assist the patients in toileting activities
- Assist patient with baths, dressing, undressing, oral hygiene and personal hygiene
- Preparing meals
- Make beds and change linens as needed
- Take out garbage
- Report patients condition and significant changes to the assigned nurse
- Meet safety needs of patients and using equipment safely and properly
- Engage in daily activities
- Assisting patient appointments

## TRAININGS AND SEMINARS

**Training for Basic Life Support and Cardio-Pulmonary Resuscitation, Philippine National Red Cross**  
Ago Foundation College (August 10, 2005)

**Caring for People with Special Needs**  
Wellness Convention Hall Pili, Camarines Sur  
(June25, 2005)

**Dementia Disorders and Examination**  
Wellness Convention Hall Pili, Camarines Sur  
(June25, 2005)

**Empowered Effects of Communication to Wellness**  
Wellness Convention Hall Pili, Camarines Sur  
(June25, 2005)

**Global Trends in Nursing Practice and Cross Cultural Nursing**  
Regent Hotel, Naga City (November 27, 2005)

**National Certificate in Caregiving II**  
**TESDA Manila** (August 27, 2014)

**English Proficiency Program**  
Cam. Sur Trade Investment Centre BMC Hospital  
Road, Naga City (March 16 - April 17, 2015)

**Death, Dying and Bereavement Training**  
Gold Care Homes, United Kingdom (April 17, 2008)

**Adult Abuse Training**  
Gold Care Homes, United Kingdom (April 22, 2008)

**Fire Training Certificate**  
Gold Care Homes, United Kingdom (April 22, 2008)

**Health and Safety Training**  
Gold Care Homes, United Kingdom (April 24, 2008)

**Food Hygiene Certificate**  
Gold Care Homes, United Kingdom (April 24, 2008)

**Handling Theory Training**  
Gold Care Homes, United Kingdom (May 7, 2008)

**Handling Practical Training**  
Gold Care Homes, United Kingdom (May 7, 2008)

**Handling Assessment Training**  
Gold Care Homes, United Kingdom (May 7, 2008)

**Dementia Care Training**  
Gold Care Homes, United Kingdom (May 7, 2008)

**Infection Control Training**  
Gold Care Homes, United Kingdom (Oct.13, 2008)

## REFERENCES

**Allan Pierre R. Ayuban, M.D.**

Internal Medicine / Pulmonologist  
Bicolcare Medical Clinic and Laboratory Bicol Medical Center

**Celeste B. Candido, M.D.**

Internal Medicine  
Bicolcare Medical Clinic and Laboratory  
Bicol Medical Center

**Laddale B. Sy, M.D.**

Pediatrician Lactation and Wellness  
Bicolcare Medical Clinic and Laboratory