

ARIEL P. PIA

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Personal Information

Age:	29
Date of Birth:	June 11, 1992
Gender:	Male
Civil Status:	Single
Nationality:	Filipino
Religion:	Roman Catholic
Languages Spoken:	English and Filipino

Educational Attainment

UNIVERSITY OF THE PHILIPPINES – MANILA
Short Course in Hospital Information Management
UP - Manila College of Public Health
City of Manila, Philippines
2019

VISAYAS STATE UNIVERSITY
BS in HR & Tourism Management
Visca, Baybay City, Leyte, Philippines
2009 - 2013

BATO SCHOOL OF FISHERIES
Secondary Education
Bato Leyte, Philippines
2005 - 2009

SAINT TERESA'S SCHOOL OF BATO
Primary Education
Bato Leyte, Philippines
1999 - 2005

Work Experience

CHRIST THE HEALER HOSPITAL

Sogod, Southern Leyte, Philippines

- Department Head of Medical Records
 - Section Head
 - Admitting Personnel
 - Information Officer
- 2017– April 2021

Department Head of Medical Records

- Create medical record files for new patients in accordance with practice guidelines.
- Create medical files such as Medical Abstracts, Medical Certificates, and so on.
- Collect demographic and personal information from the patient.
- Follow hospital procedures to keep quality and accurate records.
- Retrieve medical records and deliver charts to appropriate staff and locations within the health care facility in accordance with hospital procedures.
- Ensure that patient charts, paperwork, and reports are completed accurately and on time.
- Keeps sensitive and private information private and secure by keeping patient records confidential in accordance with hospital policy.
- Maintains excellent communication skills while maintaining a polite demeanor and a professional demeanor.
- Ensuring that medical records are well-organized, accurate, and up to date.
- Maintaining patient records for admitting and discharging patients.
- Processing hospital vouchers.
- Processing Birth Certificate and Death Certificate.

Section Head/Admitting Personnel/Information Officer

- Greet patients seeking admission into a facility in a courteous manner.
- Interview the patient or representative to obtain and record the following information: name, address, age, religion, persons to notify in the event of an emergency, attending physician, and individual responsible for bill payment.
- Enters patient admission information into a computer and sends a printed copy to the appropriate department.
- Explains hospital regulations such as visiting hours, account payment, and charge schedule.
- To protect the hospital's interests, obtains signed statements from patients.
- Arrange for the patient to be escorted to his or her assigned room or ward.
- Compile data for census and occupancy records.
- May keep the valuables of patients.
- Ensure that patients and their families follow hospital policies and procedures.
- Ensure that best practices in treatments and patient care delivery are followed.
- Respond to outpatient inquiries about available radiologic tests, laboratory tests, and so on.
- Provide information on the schedules of in-house and visiting doctors.
- Maintaining out-patient records.

BUSINESS PROCESS OUTSOURCING

Quezon City, Philippines

International Telecommunications Company (*United States of America*)

- Customer Service Representative
 - Technical Support Representative II
 - Hybrid Chat Support Representative
 - Voice & Non-voice Support
 - Subject Matter Expert
- 2013 – 2017

Responsibilities and Duties:

- Respond to incoming calls and emails from customers
- Customers should be given information about products and services.
- Management and customer complaint resolution
- In the computer system, sell products and take customer orders.
- Determine and escalate problems to supervisors
- Research necessitates the use of available resources to gather information.
- Using appropriate software, investigate, identify, and resolve customer complaints.
- Orders, forms, and applications must be processed.
- Calls are routed to the appropriate resources.
- All call information should be documented in accordance with standard operating procedures.
- Products and services can be upsold.
- At all times, maintain a positive, empathetic, and professional attitude toward customers.
- Responding to customer inquiries as soon as possible.
- Using various channels to communicate with customers.
- Knowing our products inside and out allows you to respond to questions.
- Maintaining a record of customer interactions, transactions, comments, and complaints.
- As needed, communicating and coordinating with coworkers.
- Giving feedback on the customer service process's efficiency.
- Provide professional customer service and ensure customer satisfaction.
- To achieve customer satisfaction, identify and assess their needs.
- Create long-term relationships and trust with customer accounts by engaging in open and interactive communication.
- Use the appropriate methods/tools to provide accurate, valid, and complete information.
- Meet sales targets and call handling quotas for the personal/customer service team.
- Handle customer complaints, offer appropriate solutions and alternatives within time constraints, and follow up to ensure resolution.
- Keep track of customer interactions, handle customer accounts, and file documents.
- Follow communication procedures, policies, and guidelines.
- Go above and beyond to engage customers.

Certificates, Trainings & Seminars Attended

Teach English as a Foreign Language (TEFL) Certificate Course

Memorandum of Completion
TEFL Professional Development Institute
High Distinction
May 2021

Hospitals in the midst of COVID-19 Pandemic: *The PGH Experience*

Certificate of Attendance
UP - Manila College of Public Health
City of Manila, Philippines
June 2020

Training Course on the International Classification of Diseases Version 10

Certificate of Completion
Certificate of Appearance
Certificate of Attendance
UP - Manila College of Public Health
City of Manila, Philippines
December 2019

Certificate Course in Hospital Information Management

Certificate of Training
Certificate of Appearance
Certificate of Attendance
UP - Manila College of Public Health
City of Manila, Philippines
May 2019

Business Process Outsourcing

Top Agent
2013 – 2017

Lectures and Exposure on Marketing and Advertising Role of Tourism Collaterals and Media in Marketing Cebu Campaigns, Advertising, Marketing, and Promotions Advertising Services and Promotions Cebu

Sugbu TV Channel, Cebu City, Philippines
2012

Branding, Market Positioning, Market Segmentation, Developing & Identifying Market Segments, Ways in Attracting Customers and Sustaining the Market

Marriott Hotel, Cebu City
2012

Hotel Operations, Cocktail, Catering, Personality Development and Social Graces & Effective Customer Service

Banilad, Cebu City, Philippines
2012

Ecotourism Lecture

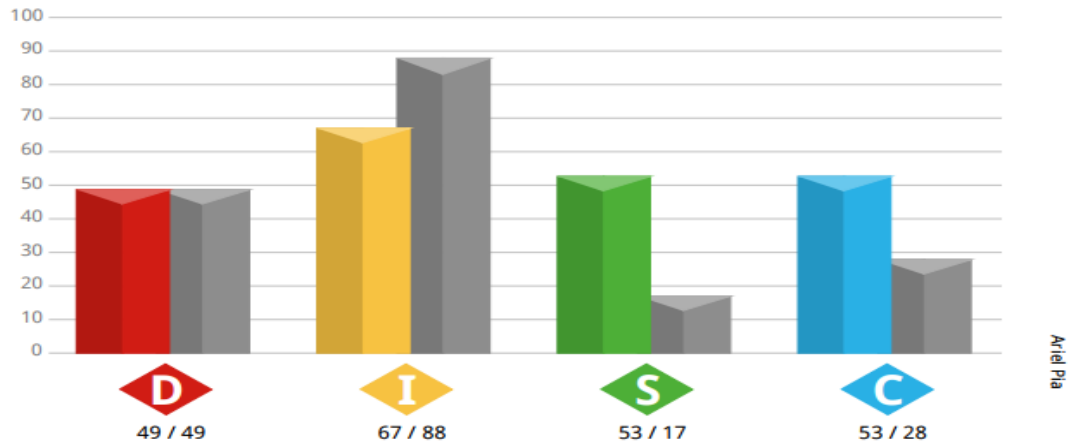
Cebu City, Philippines
2011

DISC Personality Test Result



DISC Plus | Executive Summary

Natural and Adaptive Styles Comparison



Typing Speed Test Result

Your Typing Test Results

Typing Speed

51

WPM

259 chars
in 1:00 min.

Errors

0

mistyped words

Accuracy
100%

Adjusted Speed

51

WPM

0 errors
deducted

Your Adjusted Typing Speed is **Fluent**

51

Slow

Average

Fluent

Fast

Pro

10 20 30 40 50 60 70 80 90

Average typist: 36 WPM

*Average touch typist: 58 WPM

English Proficiency Test Result

You have completed the English Level Test

Congratulations! Your level is C2 (advanced/mastery)

C2

This is approximately equivalent to CPE, an IELTS band score of 9 or 120 at TOEFL iBT

Time taken: 6 minutes, 29 seconds



TEFL
PROFESSIONAL
DEVELOPMENT
INSTITUTE

Memorandum of Completion

120-Hour Teach English as a Foreign Language (TEFL) Certificate Course

This Memorandum of Completion serves to confirm that the person stated below has completed our 120-Hour TEFL Certification Course with The **TEFL Professional Development Institute** and now qualifies to obtain a 120-Hour TEFL Certificate.

The 120-Hour TEFL Certification Course was successfully completed by:

Ariel Pia on 05 May 2021

Student Number: TEFL 011211

The course prepares teachers to Teach English as a Foreign Language (TEFL). The course is 120-Hours in length and covers a range of theoretical and practical skills needed to teach in the modern TEFL classroom and online. The 120-Hour TEFL Certification Course was successfully completed with all units completed with the grade of **High Distinction**. Core 120-Hour TEFL units completed:

120-Hour TEFL Course - Core Units completed

- | | |
|--|---|
| •01 Classroom Management | •10 Young Learners |
| •02 Learning Strategies | •11 Adult Learners |
| •03 Teaching Methods | •12 Teaching Auditory Language Skills
— Speaking & Listening |
| •04 Lesson Planning | •13 Teaching Literacy Skills
— Reading & Writing |
| •05 English Grammar | •14 Learner Feedback & Development |
| •06 Contemporary Issues In
English Language | •15 Teaching Abroad |
| •07 Teaching Grammar | •16 Pre-Exam Summary |
| •08 Teaching Vocabulary | •17 Final Exam Questions |
| •09 Teaching Pronunciation | |

This Memorandum of Completion serves to confirm that the 120-Hour TEFL Course has been successfully completed and the above is now able to obtain the Digital and/or Hard-Copy 120-Hour TEFL Certificate.

Memorandum of Completion issued by Authorised Director of Academic Studies,

A handwritten signature in black ink, appearing to read 'Michael Christian'.

Michael Christian
Director - Academic Studies
TEFL PDI

Email: admin@theteflcertificate.com

This Memorandum of Completion does not replace a 120-hour TEFL Certificate, and as such should not be used for completing formal applications, permit processing or in lieu of the 120-hour TEFL Certificate.

Character Reference

Available upon request.