**MARIA Calilung**

Phone: (780) 721-1370 Email: maria16@shaw.ca

NAIT certification in Internet, Basics Network, Microsoft Windows. Develop/maintain records management system, classifying, and coding electronic/hardcopies files. Perform additional clerical duties such as compiling and recording data, operating office equipment, sorting mail, stuffing envelopes and proofreading. Knowledge of Healthquest, Medical Terminology, sanitation procedures and introduction to instruments (Aseptic Technique). Making referral appointments, booking/confirming, room and patient preparation for the doctor.

**Career history**

**Nova Medical Clinic 2017 – Present**

**Medical Office Assistant - Floater**

* Perform office administrative duties such as: answering phone calls, sending faxed, indexing, scanning, filing and archiving documents and faxes
* Maintain electronic medical records-update patient’s information on each visit
* Prepare each patients for examination such as: measure vital signs (Blood Pressure, Heart rate, Oxygen Saturation, Temperature, Height, and Weight) and document all information in the electronic medical record
* Share information gathered from patients with appropriate team members to assist in more comprehensive care of the patient
* Book, schedule and follow up appointments
* Prepare examination rooms, set up and maintain medical supplies and instruments for all procedures and examinations.
* Clean and sterilize materials and instruments following universal precautions

**Alberta Cancer Foundation- Cross Cancer Institute 2015 – 2016**

**Clerk III**

* Served as first point of contact and information source at the Cross Cancer Institute for a wide array of prospective Alberta Cancer Foundation supporters; current and prospective donors, grateful patients, bereaved family members, event participants and organizers, cancer care staff, volunteers, and the general public through incoming calls and personal meetings
* Listened actively and engaged appropriately with prospective donors and volunteers to gain appropriate information
* On a rotational basis, contributed to various duties of the Provincial Memorial Program including researching obituary listings, sends memorial cards and gift notification to next of kin on a weekly basis and fields and responded to inquiries from donors, families and funeral homes; often meet with bereaved loved ones who pay a special visit to the Cross Cancer Institute with memorial donations

**Centre for Autism Services Alberta 2014 – 2015**

**Support Services Coordinator**

* Managed front desk area and reception operations: answered and directed telephone calls to appropriate sources, meet and greeted guests/visitors, distributed incoming faxes, emails, voice mails and postal mail
* Accurately received and recorded registrations and payments for a variety of Centre programs
* Updated information and files located in the administrative (“N” drive) folder
* Troubleshoot photocopier, laminator, fax and telephone issues and/or direct issues to appropriate sources
* Ordered and managed all general office and kitchen supplies
* Maintained and controlled office keys and security system
* Coordinated all building related services: repairs, garbage disposal, renovations
* Maintained the resource library: books, equipment and other resources
* Coordinated and assisted with agency printing, business cards and ID cards
* Recorded and typed agency meeting minutes

**Bayshore Home Health 2012 – 2013**

**Client Service Coordinator**

* Handled and documented prospective client inquiries regarding requests for care and service
* Assessed client service needs in consultation with the Supervisors
* Scheduled licensed and unlicensed employees for care and service assignments such there is an appropriate match between the client’s needs and the qualifications of field employees
* Promoted consistency of caregiver assignments and coordination of services
* Notified clients and Field employees regarding initial and ongoing schedules
* Completed data entry and maintained accurate scheduling documentation
* Handled and documented client concerns and complaints in a timely manner; notified supervisors, maintained appropriate documentation

**Oil Country Engineering Service 2010 – 2012**

**Administrative Assistant**

* Managed front desk and reception operations: answered and directed telephone calls to appropriate sources, meet and greeted guests/visitors
* Provided administrative support to Management and supported staff in assigned project based work
* Maintained hard copy and electronic filing system
* Maintained company calendar, plan and book events
* Tracked, ordered and maintained office inventory
* Performed general clerical duties - scanning, photocopying, laminating, filing

**Independent Advocacy Inc. 2008 - 2010**

**Office Administrator**

 Responsible for providing administrative/secretarial support for Director and Management Team duties including answering telephones, assisting visitors and resolving a range of administrative inquiries

 Coordinated various staff for operational support activities of the unit

 Served as a liaison between departments and operating units in the resolution of day-to-day administrative and operational issues

 Scheduled and coordinated meetings, interviews, appointments, events and other similar activities for Management and Coordinators

 Composed and distributed inter-departmental memorandums (e-mail) ensuring timely delivery and receipt of important information while at all times maintaining confidentiality

 Monitored and ordered office supplies, retrieved organizational documents, records and reports

**Northern Hardware Ltd. 2003 - 2007**

**Receptionist/Accounts Receivable**

 Greeted customers and public and directed them to the appropriate services/departments

 Handled calls and promptly forwards them to appropriate person

 Processed invoices and coding payment documents (Posting A/R)

 Prepared batches of invoices for data entry (Posting A/P) using Abacus software

 Data entry for payroll information and sent to Head office

 Handled Banking needs as required

 Performed new customer credit reference checks

 Maintained updated vendor files and file numbers

 Performed Inventory and various data input

 Maintained and ordered office supplies

**AEDARSA - Part Time Administrative Support January – July 2017 Contract**

* Filing
* Data Entry
* Sorting mail
* Prepared batches and cheques

**Edmonton Academy of Music - Part Time Receptionist/Administrative Assistant** **2012 – Present**

* Manage front desk and reception operations: answer, meet and greet guests/visitors/potential student
* Receive and record registrations and payments for variety of Music programs
* Update galleries, records and files (electronic and hardcopies)
* Assists and supports staff/management with various school concerts

**EDUCATION AND PROFESIONAL DEVELOPMENT**

Medical Office Assistant Diploma, 2016 Medical Reception College – Edmonton, Alberta

Modern Office Professional Certificate, 2002 Campbell College Ltd. – Edmonton, Alberta

Bachelor of Science in Nutrition and Dietetics Degree, 1988 University of the Assumption – Philippines

High School Diploma, 1984 St. Mary’s Academy – Philippines

Colours Workshop/Predictive Index/Strengths Finder, 2011 Oil Country Engineering – Edmonton

Lean Manufacturing 101, 2010 Oil Country Engineering – Edmonton

English Accent Clarity Training, 2002 Campbell College - Edmonton