

ROSANA ARENGO

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PROFESSIONAL EXPERIENCE

Administrative Office Assistant

Department of the Interior and Local Government (2018- 2025)

- Coordinating day-to-day administrative operations to support department heads and staff.
- Managing calendars, meetings, and organizing travel arrangements for senior officials.
- Handling all incoming and outgoing correspondence, including drafting, proofreading, and distributing memos, emails, and reports.
- Preparing and formatting government documents, presentations, and internal communications according to agency standards.
- Organizing digital and physical filing systems to ensure efficient document retrieval and information security.
- Monitoring office inventory and supplies, preparing requisitions, and coordinating with procurement teams.
- Assisting with compliance reporting by compiling documentation and tracking submissions.
- Providing front-desk support by greeting visitors, logging appointments, and directing queries to appropriate staff.
- Supporting coordination between departments during events, inspections, and community initiatives.
- Performing data entry and database updates with high accuracy, ensuring timely reporting and confidentiality.
- Facilitating the onboarding and training of new administrative staff by preparing orientation materials and providing support.

Medical Secretary
Physio Point Physical Therapy Clinic (2017)

- Scheduling patient appointments, managing calendar availability, and coordinating specialist referrals.
- Verifying insurance coverage and obtaining prior authorizations to ensure proper billing and care continuity.
- Handling incoming patient calls and questions regarding appointments, insurance, and billing matters.
- Maintaining and updating electronic medical records (EMR) with accurate and timely patient information.
- Collaborating with billing staff to ensure the submission of clean claims to HMOs and private insurers.
- Assisting in daily clinic operations by managing front-desk check-ins, documentation, and filing.
- Preparing intake forms, updating patient files, and scanning medical documents.
- Ensuring all administrative healthcare activities adhere to HIPAA and confidentiality regulations.

Property Specialist (2016)
Taft Property Venture Development Corporation

- Promoting residential and commercial properties through online platforms, brochures, and open houses.
- Guiding clients through the sales and leasing process, explaining terms, preparing contracts, and closing deals.
- Scheduling property viewings, preparing marketing materials, and conducting walkthroughs.
- Responding to inquiries from potential buyers or tenants, highlighting property features, and addressing objections.
- Using CRM tools to track leads, follow-ups, and customer feedback throughout the sales process.

- Collaborating with property developers and legal teams to ensure contracts and transactions meet legal standards.
- Maintaining regular communication with clients and providing updates on property listings and market trends.
- Preparing and promoting property listings using photos, descriptions, and virtual tours.
- Providing after-sales service by assisting with move-in schedules, turnover inspections, and client concerns.
- Preparing contracts, reservations, and lease agreements in coordination with legal and finance departments.

Inventory Staff

Toby's Sports (2015-2016)

- Managing inventory records by updating stock levels, tracking shipments, and organizing products.
- Assisting in periodic stock audits and reconciling physical inventory with the records in the system.
- Receiving deliveries, checking products for damages, and confirming items.
- Monitoring and maintaining accurate inventory records for sports apparel, equipment, and accessories.
- Using inventory management systems to update stock levels, generate reports, and track product movement.
- Conducting regular stock counts, receiving shipments, and ensuring timely restocking of high-demand items.
- Operating inventory management systems to generate stock movement reports and restocking suggestions.
- Collaborating with sales teams to track fast-moving items, identify low-stock alerts, and assist with customer product queries.

- Coordinating with the purchasing team for inventory requisitions and following up with suppliers on shipment timelines.
- Assisting in year-end physical inventory counts and reporting shrinkage, damage, or loss incidents.
- Maintaining a clean, organized stockroom and ensuring compliance with company policies and safety protocols.

Certifications and Seminars Attended

Accounts Management using Xero

Alison Empower Yourself - May 2025

Lead Generation for Small Businesses

Alison Empower Yourself - May 2025

Introduction for a Real Estate Virtual Assistant

Haidee Diago- Virtual Tambayan - May 2025

Understanding the VA Role and Skills

Brayarn - March 2025

Introduction to Virtual Assistant for No Experience and Tools

Tita Din Asis- Tita Din Talks - October 2021

Introduction on How to Become a Virtual Assistant

MK Bertulfo -Filipina Homebased Moms Founder- September 2018

EDUCATIONAL BACKGROUND

Saint Michael's College of Laguna

Associate in Hotel and Restaurant Management - 2005