



ANTHONY CARLO PEREZ

HEALTHCARE VIRTUAL ASSISTANT

About Me

A reliable and responsible Certified Healthcare Virtual Assistant with a passion for patient's welfare and 3 years of experience in demonstrating high quality of customer service virtually.

Expertise

- Client communication
- Multi tasking
- Creating multiple appointment
- Giving constructive feedbacks
- Computer literacy
- Can work independently

Skills

- Attention to details
- Goal oriented
- Team Player
- English proficient
- Time management
- Organized in work
- Has the leadership

Education

University of Perpetual Help System

2009 - 2013

Bachelor of Science in Nursing

Casa Del Nino Science High School

2005 - 2008

High School Diploma

Work Experience

Cardinal Assistants

November 2023

Remote Healthcare Assistant

Well Pet Clinic - Longmont Humane Society

2021 - 2023

Healthcare Virtual Assistant

- Answering call inquiries
- Appointment verification
- Scheduling and reminding client on their upcoming appointment 3 days before their appointment date
- Insurance verification
- Sending of laboratory results via email
- Answering email inquiries and taking refill requests for client's medicines.
- Facilitates proper documentation and enters accurate data in online database.

Seven Oaks Hospital - Wesley Chapel Florida

2020 - 2021

Healthcare Virtual Assistant

- Taking inbound calls
- Scheduling clients' appointments
- Attending to any of clients' concerns
- Sending medical records and laboratory results via email
- Providing updates to clients
- Taking orders for their medicines
- Email management



Work Experience

Maxicare

2018 - 2020

Health Benefit Agent

- Provides information on client's health insurance
- Offering the benefit of having an insurance without spending much money also getting something in return on their health investment.

Casa Del Nino Science High School

2017 - 2018

School Nurse

- Attending primarily to students and co-workers health concern
- Dispensing of medicines needed
- Taking primary vital signs
- Answering the student's health inquiry and maintaining the health awareness of each and everyone in the campus.

Firstsource Solutions Limited

2014 - 2016

Customer Service Associate

- Taking inbound calls
- Making outbound calls
- Attending to client's concern about their health card policy
- Ensuring that all of clients' inquiries are attended



Certification

- Healthcare Virtual Assistant - 2020
- HIPPA Awareness for Healthcare Providers - 2020