






CATHLEEN CEZAR

**OPERATIONS
COORDINATOR | VIRTUAL
ASSISTANT | TALENT AND SOURCING
RECRUITMENT MANAGER | VIRTUAL
MEDICAL ASSISTANT |
TEAM DIRECTOR | FINANCIAL
ADVISOR | APPOINTMENT SETTER |
ESL TEACHER |
STAND- ALONE- MOM |
PLANTMOMMA | LINKEDIN
OPTIMIZER |
SOC MED MANAGER |
ENTREPRENEUR**

CONTACT ME AT:

 Dagsian, Baguio City, 2600
Cordon, Isabela, 3312,
Philippines

 cathleenjoy13@gmail.com
 +639086024925

SKILLS SUMMARY:

Virtual Assistant
Email and Chat Support
Customer Service
Collections Support
Medical VA using EHR/ EMR
Cold calling
Talent and Sourcing
Recruitment

Religion: Roman Catholic
Date of Birth: September 2,
1984
Place of Birth: Cordon, Isabela
Status: Single
Citizenship: Filipino
Organization: JCI (Junior
Chambers International)

References:

Megha Bhatt
Director of Operations|
Uncap
E: meghabhatter15@gmail.com

James Corr
Founder| getsimpleapps.ca
E: james@getsimpleapps.ca

Denis Dily
CEO/ Founder
Uncap
E: denis@uncap.com

Elizabeth Klein
COO| Synergy Health Network
E: bit59@me.com

PERSONAL PROFILE

Seek to work in an environment that will challenge me further; increase benefits for my family, and the opportunity to help the company advance efficiently, and productively. Obtain a position that will provide me the ability to apply my customer service experience to a growing industry. Having a proven ability to lead by example, consistently hit targets, improve best practices and organize time efficiently. Now looking forward to making a significant contribution of my expertise with a company that offers a genuine opportunity for progression and benefits.

WORK EXPERIENCE

I. November 2022- June 30, 2023
UNCAP
Operations Coordinator for Director of Operations

II. November 2019- October 2022
Synergy Health DPC
Team Director
Talent Sourcing Mnaager
Virtual Nurse Scheduler

III. November 2018- October 2019
Internet Alchemy- Customer Service Specialist

IV. October 2019- November 2020 ExpertOwl Talent Sourcing Agent

V. October 2018- October 2019 Chapter Holdings- Appointment Setter

VI. March 2018- November 2018
(Flexible Hours) Acadsoc English LimitedVI. March 06, 2017- July 2020

VII. Philam Life
Licensed Financial Advisor

VIII. October 5, 2017- March 25, 2018 z
Greylock Resources- Lead/ Sales Qualifier

IX. June 17, 2016- June 1, 2017 51Talk English Philippine Incorporated
ESL (English as a Secondary Language)

X. July 9, 2015- March 2016 Engage To Sell
Chat Support Specialist

XI. August 2014- August 2015
51Talk English Philippines Corporation
Home- Based English as a Secondary Language Teacher

XII. July 07, 2008 to July 10, 2014 Aegis PeopleSupport/ Teleperformance
Team Leader, Operations Australian- Collections Campaign (8th of May, 2012- 10th of ,2014)
US Financial Campaign
(7th of July, 2008- 7th of May,2014)

Tasks:

Admin Tasks:

Provide Administrative support
Manage calendars, action items and communication & scheduling
Team coordination and project management
Manage incoming calls & email correspondence.
Manage travel arrangements
File and manage business documents

Marketing Support:

Manage CRM data
Lead tracking
Social media posts
Yelp reviews
Email campaigns

Virtual Receptionist:

Appointment Management & Scheduling
Appointment confirmation
Obtaining Correct Patient Benefit Information
Insurance verification (Prior Authorization)

Billing & Insurance

Tracking Outstanding Insurance Claims
Prior authorizations
Insurance verification
Medical Notes Transcription
Billing, Claims and Collections (Charge backs, etc)

Bookkeeping

General bookkeeping (Quickbooks)(Light experience)
Accounts Receivable / Payable
Invoicing
Monthly Expense Reports and Reconciliation
Tracking receipts and expenses
Credit Card Reconciliation

CUSTOMER SERVICE

Screen incoming calls & emails
Manage calendars
Run reports
Update CRM

TOOLS:

HubSpot, Store Leads, AirTable, ClickUp, Figma, Geekbot, Slack, Hint, RXNT, Elation, Stripes, Birdeye, Rocketchat, Zendesk, Wise for Payroll, RXNT, Google Voice, TreatRx, Slack, Whatsapp, Authorize.Net, Kayako, ReachUC, MonsterCall, Akute, Acuity, Calendly, Google apps, Outlook, Microsoft Teams, Google Meet, Word, PDF, Excel, Canva, and a lot more.

Trainings:

Building Outstanding Leaders Training Assistant Team Leaders Training
Subject Matter Expert Training Training Trainers for Better Tomorrow
Coaching and Feedback Training Motivation Training for Team Leaders

Awards:

1. Outstanding Employee with A+ rating
2. Outstanding Quality Compliant Employee
3. Awarded Top Agent for Batch 4| Origin Energy Production Training
4. Received an Award for Perfect Attendee on CST and FT
5. OIC ATL for two weeks- Team turQuest
6. Far Exceeds Expectation Rank (FEE)| (Top Agent)

EDUCATIONAL HISTORY

Education:

College Degree

2013- 2014 University of La Salette | Santiago City,
Isabela

Bachelor of Science in Nursing

2001-2003 Pines City Doctor's College | Baguio City
Bachelor of Science In Nursing

Secondary

1997-2001 School Of Saint John Berchman's | Cordon,
Isabela

Elementary

1991-1997 La Salette Elementary | Santiago City,
Isabela

I hereby certify that the above information is true
and correct to the best of my knowledge.



Cathleen Joy B. Cezar