



DARELL DEVILLES

HIPAA Certified
Medical Virtual Assistant

CONTACT

- +639166219366
- profdarell07@gmail.com
- <https://abakadarr.my.canva.site/>
- <https://join.skype.com/invite/viuMCZMEkBO2>

EDUCATION

Bachelor of Science in Biology
Our Lady of Fatima University
 2019-2023

- Dean's lister (06/2019 - 12/2021)

STEM- Major in Biology
Our Lady of Fatima University
 2019-2023

- Dean's honorary (2017-2019)

CREDENTIALS

- Hipaa Certified
- Civil Service Eligible (Professional level)
- Civil Service Eligible (Sub-professional level)
- CHED StuFAP's Scholar (06/2019 - 07/2023)
- University Scholar (06/2019 - 2021)
- Mayor's Academic Scholar (06/2019 - 04/2020)

TRAINING

- Medical Virtual Assistant 101
- Medical Virtual Assistant 102
- OHV Medical VA Basic Course

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE 11/2023-01/2025
OPTUM

- Handling inbound & outbound call
- Navigate complex EMR/EHR/CRM systems
- Documentation and resolving claims issues
- Verifying benefits, eligibility, prior authorization & claims status

LABORATORY ASSISTANT INTERN 02/2023 - 04/2023
DENR- ENVIRONMENTAL MANAGEMENT BUREAU

- Toxicology lab - Toxicity test in freshwater
- Bacteriology lab - Multiple tube fermentation testing for water quality

WILDLIFE REGULATION SEC INTERN 04/2023 - 05/2023
DENR - BIODIVERSITY MANAGEMENT BUREAU

- Evaluation of wildlife export and import permit
- Scanning of wildlife export and import permit

COMPUTER ATTENDANT 04/2019 - 12/2019
GAMERZ.NET

- Customer service & answering general inquiries
- Data entry & basic troubleshooting
- Cleaning, maintenance & inventory management

SKILLS

- Patient referral intake coordination & insurance verification
- Phone handling & Basic Medical Billing
- Claims processing & Denial Management
- Excellent customer service and problem-solving skills
- Detail-oriented and collaborative
- Data entry, Data scraping, Web Research, MS Office suite,
- Proficiency in computer skills including typing, speed, and accuracy: 60+ wpm
- Technical skills, navigation and documentation

REFERENCES

Jackelyn Duman

Customer Service Representative
 OPTUM/ UHC

Phone: 0976-071-4248

Email: dumanjackelyn@gmail.com

Rhoel Bayle

Provider Services Escalation
 OPTUM/ UHC

Phone: 0945-078-0280

Email: rhoelbaylejr@gmail.com