

DIANE SUMAOANG

CONTACT

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- Tarlac, Philippines

PROFILE SUMMARY

Versatile professional with 4 years of customer service experience and 2 years as a healthcare virtual assistant. Skilled in supporting medical processes, coordinating patient communications, and managing administrative healthcare tasks with precision and empathy. Known for strong communication and problem-solving ensuring seamless patient experiences and reliable support for providers.

EDUCATION

- 2015-2019
- UNIVERSIDAD DE MANILA
- Bachelor of Science major in Psychology
- Best Thesis Presenter

WORK EXPERIENCES

DYNAMIC FOOT AND ANKLE CENTER Fredericksburg, VA & Lorton, VA

July 2025 - April 2026

Medical Administrative Assistant

- Scheduling, rescheduling, confirming appointments, and managing the appointment calendar
- Answering phone calls, responding to emails, and addressing patient inquiries
- Reach to patients to schedule procedures
- Upload medical records request and fax medical records and lab request
- Verifying insurance eligibilities
- Reaching out to PCP offices and home health agencies for referrals

STATCARE Pulmonary and Sleep Medicine St. Petersburg, FL

January 2024 - May 2025

Medical Receptionist

- Scheduling, rescheduling, confirming appointments, and managing the appointment calendar
- Call patients to schedule home sleep studies
- Verifying insurance eligibilities
- Upload referrals and call patients to schedule appointments

FOUNDEVER

January 2023 - December 2023

Technical Support Representative

- Handle inbound and outbound calls
- Troubleshoot hardware and software issues

SUTHERLAND GLOBAL SERVICES

October 2021 - August 2022

Learning Specialist

- Facilitate new hire training
- Develop training materials

SUTHERLAND GLOBAL SERVICES

June 2019 - October 2021

Customer Service Representative

- Handles inbound calls about activating debit cards, filing disputes and reviewing transactions
- Verify documents such as social security card and driver's license to open new accounts

TOOLS & SYSTEMS

EMR

- eClinicalWorks
- Tebra

VOIP & Communication Tools

- Ring Central
- Vonage
- MS Teams

Others

- Google Workspace
- Zoom Workplace
- Microsoft Office
- Canva

SKILLS

- Teamwork
- Time Management
- Effective Communication
- Critical Thinking
- Office Software Proficiency