



Jovan Lester Luna

Medical Virtual Assistant

About Me

A Medical Virtual Assistant with 8 years of experience in the field of Customer Service that handled Healthcare Insurance in the US. A problem solver and tech-savvy that you can rely on. Highly motivated individual with superior skills in both individual capacities and team-based.

My Contact

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Hard Skill

- Customer Service
- Appointment, planning, and scheduling
- Patient Chart Management
- Electronic Medical Records Management
- Exceptional communication; written and oral skills
- Data Entry

Soft Skill

- Successful working in a team environment and efficiently working independently
- Keen to details and follows instructions accurately to provide quality results
- Efficient working under pressure and multi-task

Education

- Bicol University
Class of 2013
Bachelor of Science
Major in Biology

Professional Experience

Atelier Health | Medical Virtual Assistant

August 2022 – Present

Key responsibilities:

- Planning, appointments, and scheduling
- Electronic medical records system management
- Medical records management
- Prescription refill
- Voicemails management

Neurology Center Inc. | Medical Virtual Assistant

February 2022 – July 2022

Key responsibilities:

- Planning, appointments, and scheduling
- Electronic medical records system management
- Medical records management

Concentrix | Assistant Manager

January 2017 – November 2021

Key responsibilities:

- Liaises with the client's creative requests
- Maintains and organizes numerous office files
- Reports to clients about the team's performance; weekly and monthly
- Handles Supervisor and Manager calls from patients, healthcare providers, and other insurance carriers Creating task lists for productivity and profitability for their business thru a partnership with the clients
- Managing the clients and their needs (identifying patterns, handling situations, anticipating growth, mitigating concerns and high level escalations)

Concentrix | Subject Matter Expert

November 2015 – January 2017

Key responsibilities:

- Handles escalated concerns from patients, healthcare providers, and other insurance carriers
- Handles inbound and outbound calls
- Primary point of contact for supporting customer service representatives

Concentrix | Customer Service Representative

November 2013 – January 2015

Key responsibilities:

- Handles patient's verification of eligibility
- Setting up patient's appointment
- Manages patient's benefits verification and determination Handles claims
- Assisting patients and healthcare providers with authorizations
- Manages outbound correspondences thru fax and creating correspondences

Awards

- 2015 Concentrix Top Employee of the Year
- 2016 Concentrix President's Club Awardee
- 2019 Concentrix Unsung Hero of the Year