

JOYLINE ABUDA

Healthcare Virtual Assistant

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SUMMARY

Experienced Healthcare Virtual Assistant with 2 years of dedicated service in a diabetes supply company, proficient in managing patient records daily. Diligently ensures the quality and efficiency of work by meticulously investigating each record. Possesses a teachable and humble attitude, readily seeking assistance when needed and offering support to colleagues. Demonstrates independence and reliability in handling responsibilities, contributing to smooth operations and client satisfaction.

EDUCATION

Leyte Normal University

Bachelor of Secondary Education
Major in English
2015-2018

SKILLS

- Strong organizational and time-management skills
- Exceptional communication and interpersonal skills
- Ability to work independently and as part of a team
- Detail-oriented and adept at handling multiple tasks simultaneously

PROFESSIONAL EXPERIENCE

Healthybos

April 2022 - April 2024

Healthcare Virtua Assistant

- Requested prescriptions and chart notes from doctor's offices to facilitate seamless processing of diabetes supplies and billing
- Conducted investigations to determine the eligibility of received documents for logging into the system
- Logged qualified documents and tracked them in Google Sheets for client visibility
- Initiated follow-up phone calls to doctor's offices in case of non-responsiveness after multiple requests

Wells Fargo

September 2021 - March 2022

Phone Banker

- Managed client's daily banking needs effectively such as checking account balance, reviewing transactions, etc.
- Filing claims on behalf of the client for any unauthorized transactions
- Assisted with account changes such as phone number change, email address change, adding authorized user, etc.
- Assisted with online banking services

Concentrix

December 2018 - August 2021

Customer Service Representative

- Handled customer billing, phone service, and sales processing as a customer representative
- Promoted to Subject Matter Expert, providing coaching and assistance to new hires during training and pre-production, including handling escalations
- Facilitated discussions on products and processes to enhance team understanding
- Led debriefing sessions to optimize call flow and adherence to best practices
- Prepared and delivered weekly team performance presentations
- Assisted manager with time card verification to ensure equitable pay distribution