

KYLA JOAN RAGAY

Administrative Assistant

• jragay14@gmail.com • +639633407701

ABOUT ME

Organized and tech-savvy Administrative Assistant with 3+ years of experience in healthcare and customer service. Proficient in appointment scheduling, billing, and client communication using platforms like Google Workspace and Practice Fusion. Known for ensuring smooth workflows and delivering top-tier service in fast-paced environments.

PROFESSIONAL EXPERIENCE

NATIONAL BRAIN INJURY INSTITUTE

Appointment Setter | Administrative Assistant 2022- 2024

- Managed a phone line and facilitated over 15+ calls a day with clients and attorney, provided excellent client services with a helpful and friendly attitude
- Accurately recorded appointment times in the logbook for tracking and scheduling.
- Indicated in the appointment book when appointments had been filled or canceled.
- Sent emails to attorneys with an update regarding the client status with regards the appointment
- Assisted in training new hires, guiding them through workflows, tools, and best practices to help them transition smoothly.
- Accepted payments handled and processed patient payments efficiently, ensuring accurate record-keeping and timely transactions.
- Report management prepared and sent out detailed patient reports to case managers and attorneys, ensuring confidentiality and compliance with legal standards.
- Processed and managed billing and invoicing for patients' appointments, ensuring accurate and timely payment collection.
- Coordination assisted in the creation of treatment plans and order forms, facilitating smooth communication between healthcare providers and patients and case managers

PATRICIA'S PETALS

Administrative Assistant 2021-2022

- Update records with all interactions with customer and florist interaction.
- Used the companies CRM, Mercury/FTD, Bloomnet, spreadsheet and Google meet, Skype
- Proactively memorized over 100 company products and services
- Provided prompt customer support with a professional, friendly, and patient attitude, input over 10,000 units of sensitive data.

EDUCATION

Colegio de San Lorenzo Ruiz de Manila of Northern Samar INC.

Bachelor of Science in Nursing June 2025

CERTIFICATIONS

- **EF SET English Certificate (C1 Advanced)**
EF Standard English Test — Completed 2025
- **Basic Life Support (BLS) Training**
[Catarman MDRMO] — Completed 2025

- **Virtual Assistant Fundamentals**
[Alison - Online Learning platform] — Completed 2025
- **Leadership and Management Training**
Completed 2025
- **HIPAA Compliance Training**
Completed July 2025

Skills

- **Technical & Administrative Tools:**
Google Workspace · RingCentral · Practice Fusion · Mercury/FTD · Bloomnet · Hubstaff · Microsoft Teams · Slack · Skype
- **Administrative & Office Skills:**
Appointment Scheduling · Billing and Invoicing · Report Management · Data Entry · Document Accuracy · Patient Coordination · Calendar Management
- **Interpersonal & Soft Skills:**
Customer Service · Client Communication · Multitasking · Team Collaboration · Attention to Detail · Training and Mentorship · Time Management