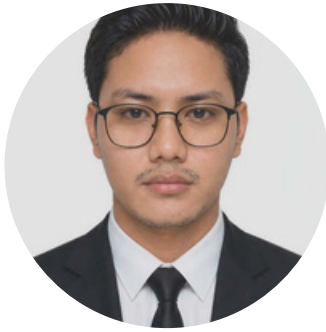




KYLE BARBASA

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SUMMARY

Healthcare Support and Member Engagement Specialist with experience supporting US healthcare workflows, patient communication, and administrative coordination in fast-paced environments. Proficient in EMR systems, Google Workspace, and HIPAA-compliant documentation, with hands-on experience managing member interactions and maintaining accurate healthcare records. Supported engagement initiatives and communication workflows that improved response consistency and strengthened member satisfaction across ongoing healthcare support operations. Available for US EST, PST, and UK GMT timezones, with proven adaptability in structured, detail-sensitive support roles.

EDUCATION

SOUTHERN LEYTE STATE UNIVERSITY
Bachelor of Secondary Education Major in English
Graduated: June 2024

Graduated Cum Laude from Southern Leyte State University, where academic discipline and research-oriented training shaped my professional foundation. The university later became my first employer, recruiting me as a Project-Based Research Assistant immediately after graduation — allowing me to contribute to the same institution that helped develop my skills and career direction.

CORE COMPETENCIES

Administrative Support • Project Management • Time Management • Customer Service • Data Entry • Document Preparation • Online Research • Event Coordination • Task Prioritization • Digital Organization • Basic Bookkeeping • Transcription • Basic Graphic Design • Content Creation • File Management

WORK EXPERIENCE

Member Engagement Specialist Easyhealth

Onsite/ July 2025 – Ongoing

- Facilitated member interactions to improve engagement levels and foster positive relationships, enhancing overall customer satisfaction.
- Monitored communication channels to ensure timely and accurate responses, increasing process efficiency and member trust.
- Collaborated with cross-functional teams to align engagement strategies, improving consistency and impact of member outreach.
- Analyzed member feedback to identify trends and inform service improvements, contributing to higher retention rates.
- Implemented targeted outreach initiatives that encouraged active participation, boosting member involvement and loyalty.
- Developed targeted communication strategies and leveraged data analytics to increase member retention and satisfaction rates at Easyhealth.

Project-based Research Assistant Southern Leyte State University

August 2024 – April 2025

- Collected and organized research data to maintain accuracy and facilitate timely analysis throughout project phases.
- Conducted experimental procedures following established protocols to ensure compliance with safety and quality standards.
- Collaborated with cross-functional teams to synchronize research activities, improving overall project efficiency and communication.
- Prepared detailed documentation and reports to support findings and aid in the dissemination of research outcomes.

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- Certificate of HIPAA WORKFORCE PROFIECIENCY
- Epidemiologic and Experimental Studies and Participatory Action Research
- Writeship on Peer Reviewing Journal Papers
- Polishing of Research and Non-method Papers for Publication
- Critiquing Bibliometric and Commentary Papers
- Workshop on Bibliometric Analysis and Visualization Using VOSviewer
- Intensive Workshop for Journal Publication
- Optimizing Bibliometric Research and Scopus Data Acquisition for Comprehensive Writeships
- Writeship on Commentary for Journal Publication

ACHIEVEMENTS

SOUTHERN LEYTE STATE UNIVERSITY

- CUM LAUDE GRADUATE
- ENGLISH ORGANIZATION AMBASSADOR
- MECHANICAL ENGINEERING DEPRTMENT PROJECT ASSISTANT

TOOLS PROFICIENCY

Productivity & Admin: Google Workspace (Docs, Sheets, Drive, Calendar), Microsoft 365, Online Research, Document Management

Communication: Zoom, Google Meet, Slack, WhatsApp Business, Email Coordination

CRM & Marketing: EMR Systems, Member Engagement Workflows, Healthcare Documentation Systems, Basic Salesforce Exposure

AI & Automation: ChatGPT, Claude, AI-Assisted Research Support, AI-Prompted Administrative Workflows

Design & Content: Canva, Basic Graphic Design, Content Formatting, Presentation Preparation

Project Management: Trello, Task Coordination, Research Documentation Tracking, Cross-Functional Workflow Support

ADDITIONAL INFORMATION

Languages: English (Fluent), Filipino (Native)

Work Availability: Open to begin the soonest as possible

Professional Interest: Healthcare support, Customer service, Research