

Lawrence Angelo Mailla

Virtual Assistant

I'm Lawrence, and I bring over a year of dedicated experience in customer service and insurance verification. My journey in this field has been marked by a commitment to excellence and efficiency. Despite starting with minimal training, I quickly adapted and consistently delivered outstanding results.



saintlawrencemailla@gmail.com

+639271357062

Iloilo, Philippines

linkedin.com/in/lawrence-angelo-mailla-5979a5135

WORK EXPERIENCE

Freelance Media Artist Independent

06/2021 - 12/2022

Iloilo

Achievements/Tasks

- Graphics Design
- Documentation works
- Art Commissions

Insurance Verification Specialist HealthyBOS

07/2023 - 10/2024

Iloilo

A Healthcare Back-office Support Company

Achievements/Tasks

- Document Verification Specialist
- Insurance Verification and Patient Calling
- Customer Service Specialist

Contact : El Rey Degillo (Operations Supervisor) - +639271357062

EDUCATION

Secondary Level Cabatuan National Comprehensive High School

2019 - 2021

Iloilo

Courses

- Science, Technology, Engineering and Mathematics

College Level Central Philippine University

Iloilo

Courses

- Software Engineering
- Computer Science

SKILLS

- Adaptability
- Critical Thinking
- Communication
- Attention to details
- Technology Oriented
- Data Entry Accuracy
- Technical Proficiency
- Confidentiality
- Customer Service
- Time Management

ACHIEVEMENTS

Effective Document Verification

Number of valid documentations leading to revenue for the company

Perfect Monthly Quality

The accuracy of documentations for consecutive months

Customer Satisfaction

Great rapport during interactions with customers

Insurance Verification and Patient calling

One of the few that was selected to work for another campaign due to good performance shown in previous role

LANGUAGES

Ilonggo

Native or Bilingual Proficiency

Filipino

Full Professional Proficiency

English

Full Professional Proficiency

INTERESTS

- Technology
- Customer Service
- Documentation
- Multimedia
- Gaming
- Sports