



MICHELLE ACOSTA

VIRTUAL ASSISTANT

ABOUT ME

I'm a passionate and detail-oriented small business owner with a strong background in sales, marketing, and admin support. For the past year, I've worked as a medical administrative virtual assistant, providing reliable, patient-focused support to healthcare professionals. I'm committed to ensuring smooth operations and quality care for every client.

TOOLS

- EMR/EHR (Practice Fusion, Medics Cloud, Advanced Data Systems, MDsynergy)
- NYS Workers Compensation Board, Jointmedstrat, Abbadox, Lenox Hill Radiology, Egnyte, Basecamp, Rcopia, MD toolbox
- Google Suite
- Microsoft Offices

HVA SKILLS

- HIPAA Compliance
- Knowledge of EHR/EMR systems
- Prior Authorization
- Insurance Verification
- Appointment Scheduling
- Phone & Email Management
- ICD-10 Coding
- Medical Scribe
- Medical Refill

SOFT SKILLS

- Interpersonal Skills
- Communication
- Ability to work under pressure and to multitask
- Time Management
- Leadership
- Team Player

CERTIFICATIONS

- HIPAA Certificate

EDUCATION

- **Global City Innovative College**
Bachelor of Science in Nursing
- **The Academy for International Culinary Arts**
Diploma in Baking and Pastry

EXPERIENCE

Medical Virtual Assistant

Central Medical Services of Westrock (New York)

JULY 2024 - JULY 2025

- Chart prep medical records
- Responsible for reviewing all charts prior to the doctor's appointment to ensure that all medical records are on file
- Submit files/documentation to physicians and others as requested for review, quality assurance checks, and other purposes
- Obtain records from outside sources for preview prior to the office visit
- Medication refill and prior authorization request
- Review and prepare patient charts to include demographic info, laboratories & prior authorization status
- Monitored and reviewed patient prescription histories through state PMP databases to ensure safe and compliant medication use
- Verified accuracy of controlled substance prescriptions to prevent misuse, abuse, and duplication
- Medication refill and prior authorization request

Business Owner

Sucr  Love Bakeshop

July 2016 - May 2024

- Sales
- Marketing
- Business development
- Social Media Promotion
- Content Editing (Pictures and Video)
- B2B Partnerships (Coffee Shops, Prettylooks Clinic)

Pastry Chef Instructor

The Academy for International Culinary Arts

January - March 2023

Freelancer

July 2010 - November 2014

- Wedding Photographer at Better Click Studio
- Buy and sell of derma products: Proficient in sourcing, marketing, and selling, ensuring high customer satisfaction and sales growth
- Part-time receptionist at Greenwoods Optical Clinic
- Part-time baker and sales associate