

# CURRICULUM VITAE

## Ray Vincent H. Defante

Registered Nurse, Healthcare Virtual Assistant, Clinical QA Specialist, Intake Coordinator, Former Firefighter, Customer and Technical Service Representative



### Personal details

rvhdefante619@gmail.com

+639938403607

Bacolod Western Visayas  
6100 Bacolod City

linkedin.com/in/ray-defante-7540b22a9

### Skills

Clinical QA Auditing

Patient Chart Review

Intake Coordination

Pre-claim Insurance Review

Customer Service Representative

Healthcare Documentation

Quality Assurance

## Profile

With over a decade of professional experience, I bring a unique blend of healthcare and emergency response expertise to my role as a Clinical QA Specialist and Healthcare Virtual Assistant.

My mission is to ensure the highest standards of patient care by leveraging my background in nursing and my commitment to meticulous auditing and chart review. Motivated by a passion for quality and precision, I work collaboratively to empower skilled nurses and therapists in delivering exceptional care, aligning with the organization's patient-focused mission.

## Education

**Bachelor of Science in Nursing, Health Services/Allied Health/Health Sciences, General**

Jun 2003 - May 2007

Colegio San Agustin-Bacolod

## PROFESSIONAL EXPERIENCE SUMMARY

**Clinical QA Specialist, Healthcare VA, Intake Coordinator, Pre-Claims Reviewer**

Jul 2024 - Jun 2025

Assure Quality Services, Inc., Bacolod, Western Visayas, Philippines

- Conducted thorough reviews and audits of patient charts managed by skilled nurses and therapists on Home Health Care to ensure compliance with clinical standards.

- Served as the Intake Coordinator for Start of Care patients, streamlining the onboarding process and enhancing patient experience.

- Performed pre-claim insurance reviews, reducing claim denials by 20% and improving revenue cycle efficiency.

- As a Healthcare VA I Provided remote administrative and operational support to healthcare practices, handling tasks like appointment scheduling, patient communication, and insurance verification.
- Verified patient insurance coverage and benefits prior to service delivery to minimize claim rejections and delays.
- Collaborated with clinical staff to gather necessary documentation for accurate and timely claim submissions.

**Firefighter**

Dec 2011 - Jun 2024

Bureau of Fire Protection, Bacolod, Western Visayas, Philippines

- Operated firetrucks and ambulances, ensuring rapid response to emergencies.
- Led firefighting operations as Fire Chief, coordinating rescue efforts during natural and man-made disasters.
- Conducted fire safety inspections to enhance community safety and compliance with regulations.
- Conducted search and rescue operations in hazardous environments, ensuring the safety of victims and team members.
- Developed and implemented fire prevention programs and community education initiatives to reduce fire risks.
- Collaborated with local emergency services and law enforcement during large-scale disaster response efforts.

**Liaison Officer****May 2011 - Nov 2011**

RBA Janitorial and Manpower services, Bacolod, Western Visayas, Philippines

- Facilitated clerical and administrative tasks for the Provincial Disaster Management Program Division, ensuring efficient workflow.
- Managed paperwork and documentation, contributing to the organization's operational effectiveness.
- Provided janitorial and security services, maintaining a clean and safe work environment.
- Enhanced team collaboration and communication through proactive engagement with staff and stakeholders.

**Technical Sales Representative - ADOBE****Nov 2010 - May 2011**

Teleperformance Bacolod, Bacolod, Western Visayas, Philippines

- Served as a Technical Sales Representative for Adobe products, specializing in CS products.
- Provided expert troubleshooting support, guiding customers through technical issues effectively.
- Enhanced customer satisfaction by delivering tailored solutions, resulting in a 30% increase in repeat business.
- Collaborated with cross-functional teams to streamline customer support processes, improving response time by 25%.
  - Built and maintained strong relationships with clients, ensuring consistent communication and post-sales support to drive customer loyalty.

**Customer and Technical Service Representative****Oct 2008 - Sep 2010**

Concentrix, Bacolod, Western Visayas, Philippines

- Provided exceptional customer support for COMCAST services, addressing HSI, CDV, and Billing inquiries and disputes.
  - Delivered technical troubleshooting assistance via chat, enhancing customer satisfaction and resolution rates.
- Collaborated with team members to streamline processes, resulting in a 15% reduction in average handling time.

**Customer Service and Sales Representative****Mar 2008 - Oct 2008**

TTEC, Bacolod, Western Visayas, Philippines

- Worked as a Customer Service representative for SPRINT Telecommunications company addressing Plans and Billing Disputes and concerns. Also at the same time serving as a Sales Representative for selling Sprint Plans and services and selling of Sprint Phones
- Assisted customers with inquiries, billing disputes, and service plans, ensuring high customer satisfaction and loyalty.
- Resolved customer complaints and technical issues promptly, reducing escalation rates and improving turnaround time.

## Certificates

---

**Certificate of Completion****Mar 2025**

- HIPAA: Do's and Don'ts of Social Media and Electronic Communication
- HIPAA: Basics
- Essentials of HIPAA

**Course Certificate Covid-19 CONTACT TRACING****May 2022**

Conducted by Johns Hopkins University