

RAYA B. PARONGAN

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PROFESSIONAL EXPERIENCE:

LEGAL ADMINISTRATIVE ASSISTANT / CALENDAR CLERK

United Services Plus, Inc.
California, U.S.A. (Remote) | April 2024 - Present

Significant contributions during this role comprises troubleshooting issues, modifying and updating standard procedures to keep up with new developments and reduce motion denials. Tasks include:

- Manage legal and medical documentation, including receipt, organization, and retrieval
- Prepare, file, and serve legal documents to relevant case parties
- Correspondence with management and case parties
- Maintain and update internal systems and public adjudication records
- Train, supervise, and delegate tasks to team members
- Generate reports as required by management
- Provide support and assistance to colleagues as needed

VIRTUAL MEDICAL SCRIBE

eData Services Philippines, Inc.
Taguig City, Philippines | September 2023 - April 2024

A proud accomplishment during this role include having helped grow the account from just one person to a team of four with the addition of offered services. Tasks include:

- Transcribe live and recorded clinic encounters accurately
- Draft medical reports following established standards
- Develop and update Standard Operating Procedures (SOPs)
- Train, supervise, and delegate tasks to team members
- Monitor team compliance with established SOPs
- Perform data entry and maintain organized records
- Generate reports as required by management
- Coordinate with management and client

EARLY EXPERIENCE:

E-COMMERCE OPERATIONS

Various roles & organizations | 2020 - 2023

Contributed to a variety of small business operations which developed flexibility, adaptability, initiative, and e-commerce skills. Some functions include:

- Manufacture printed and stationery products
- Monitor inventory levels and ensure stock availability
- Organize, track, and fulfill customer orders
- Manage listings on online platforms
- Monitor and maintain online storefront operations

EDUCATIONAL BACKGROUND:

BACHELOR OF SCIENCE IN PSYCHOLOGY

National Teachers College

2019 - 2023

TECHNICAL SKILLS & TOOLS:

- **Microsoft Office Suite:** Word, Outlook, Powerpoint, Excel (incl. Macros, VLOOKUP)
- Google Workspace
- **EMR/EHR Platforms:** eClinicalWorks, PracticeFusion, ModMed, Conexem
- **Case Management Systems:** EAMS, CompData, GoCompData
- **Pharmacy Management Software:** DigitalRx
- **VoIP Tools:** Zoiper/X-lite, 3CX, RingCentral
- **Transcription Tool:** Express Scribe
- **Digital Design:** Canva
- **Document Management:** Docupace, Adobe Acrobat, Dropbox