

VIVIEN COSTUNA

CERTIFIED VETERINARY HEALTHCARE ASSISTANT

PROFILE

Forward-thinking Veterinary Health Care Virtual Assistant. Highly organized, proactive and punctual with a team oriented mentality. Service oriented and performance-driven with strong attention to details , multitasking and problem-solving abilities.

SKILLS

- Time-management skills
- Organized and efficient
- Medical Live scribing
- Attention to details
- Excellent communication
- Appointment scheduling
- Email management
- Able to maintain focus even under pressure

CERTIFICATES

- *HIPAA CERTIFICATION 2024*

EDUCATION

- *UNIVERSITY OF EASTERN PHILIPPINES, DOCTOR OF VETERINARY MEDICINE COLLEGE*
  2017 - 2022
- *UNIVERSITY OF EASTERN PHILIPPINES, BACHELOR OF SCIENCE IN MEAT TECHNOLOGY*

EXPERIENCE

VETERINARY RECEPTIONIST / CLIENT CARE COORDINATOR

PET CARE COALITION INC. |OCTOBER 2024 - FEBRUARY 2026

- Manage appointment scheduling, confirmations, cancellations, and rescheduling for clients
- Respond to client inquiries via phone, email, and messaging platforms
- Send appointment reminders, and follow-ups requests
- Coordinate communication between veterinarians, staff, and pet owners
- Assist with medication refill requests and prescription processing
- Update and maintain patient and client records in the clinic system
- Provide information about veterinary services, procedures, and pricing
- Monitor incoming calls, voicemails, and messages to ensure timely responses
- Support daily administrative tasks and clinic operations
- Assist with client intake and collect pet information prior to appointments
- Prepare and organize client records for veterinary review
- Help manage online appointment requests and scheduling systems
- Maintain clear and professional communication with clients regarding their pet's care

VIRTUAL CARE RECORD ACQUISITION SPECIALIST

MODERN ANIMAL | JANUARY 2023 - AUGUST 2024

- Call external veterinary hospitals to request and obtain patient records
- Acquire records from various sources while ensuring accuracy and completeness
- Input and maintain medical records in databases and management systems
- Coordinate with veterinary clinics and healthcare providers to facilitate record exchange
- Maintain detailed documentation of record acquisition processes
- Process record requests from clients and authorized legal entities
- Verify vaccine records for accuracy and completeness before integrating them into the system
- Collect and manage email contacts for clinics to streamline record requests
- Ensure timely follow-up with veterinary hospitals regarding pending records

VETERINARY CLAIM ASSESSOR

PETSURE SERVICES INC | OCTOBER 2021 - MARCH 2022

- Assists Claim Insurance for Clients based in Australia
- Drafting of Weekly and Monthly Reporting on our KPI
- Review Claim Insurance for Client
- Collating information from customers and veterinary practices to assess claims appropriately
- Identifying potentially fraudulent claims and following agreed process for referral.
- Ensuring prompt and accurate payment of valid claims and querying any anomalies and declining claims that are invalid.

VETERINARY TECHNICIAN

PETMARVEL VETERINARY CLINIC AND GROOMING BATASAN HILLS, QUEZON CITY | AUGUST - NOVEMBER 2021

- Assisted vets with providing treatments
- Obtained relevant patient information and history during detailed physical exam and maintained proper and complete medical charts
- Implemented microscopic exams: ear swabbing, differential blood smears, skin scrape, fecal analysis
- Administered medications and gathered blood, urine, or fecal samples for final diagnosis

VETERINARY ASSISTANT

VM VETERINARY CLINIC, PET AND SPA, BAYAN-BAYANAN AVENUE, MARIKINA CITY | AUGUST - NOVEMBER 2019

- Examine pets and conduct routine
- Prepare files and charts of hospitalized patients
- Record weight and temperature of patients and submit it to the veterinarian to review
- Prepare animals for surgery and sterilized surgical equipment
- Assist doctor during surgery by handing necessary instruments