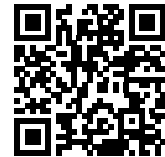


Jay-ar M.

Customer Support Virtual Assistant (Healthcare Phone Support)

Primary: Support · Secondary: Admin · Level: Mid · Experience: 3+ years



Scan here to book a strategy call with one of our Business Development Experts

4/5

COMMUNICATION
ASSESSED BY TOP

SUMMARY

Customer service representative with about three years of phone-based support in healthcare insurance and specialty pharmacy at a large BPO. Checks claim and referral status, creates escalation tickets, makes outbound calls to patients and provider offices, and handles fax and email follow-up while protecting confidential health information under HIPAA. Early-career profile suited to customer support roles.

COMMUNICATION

Assessed by the TOP team through a recorded voice screening.

SKILL TRACKS

Admin		2/5 · Entry	Fax and email management and delivery scheduling in the BPO role; encoding, profiling and filing as student summer work. No standalone admin role.
Creative		0/5 · Not evidenced	Not evidenced in experience provided
Tech		0/5 · Not evidenced	Not evidenced in experience provided
Support		3/5 · Capable	About 3 years of phone-based member and patient service at Alorica (healthcare insurance, then specialty pharmacy): claims and eligibility checks, escalation tickets, outbound calls.
Sales		0/5 · Not evidenced	Not evidenced in experience provided

BEST-FIT ROLES

Customer support VA (phone and email) · Healthcare or insurance support specialist · Call-based follow-up and status-check support (non-sales)

KEY STRENGTHS

- About 3 years of phone-based service for members and patients in healthcare insurance and specialty pharmacy
- Coordinates with several parties at once: patients, physicians' offices, infusion centers, home care facilities, insurers and pharmaceutical companies
- Creates escalation tickets and reviews prior authorization and insurance information
- Handles confidential personal health information in line with HIPAA

TOOLS

- Microsoft Office
- Fax and email systems

DEVELOPMENT AREAS

- No sales or lead-generation experience listed
- No named CRM, helpdesk or ticketing software listed
- All experience is with one employer and within healthcare insurance and specialty pharmacy

PROFESSIONAL SUMMARY

Customer service representative with about three years of experience at Alorica Teleservices, supporting members in healthcare insurance and patients in specialty pharmacy. Experienced in claims and eligibility review, referral and prior authorization status checks, escalation tickets, medication delivery scheduling, and outbound calls to patients and provider offices. Maintains confidentiality of personal health information in compliance with HIPAA. Bachelor of Science graduate in Agribusiness Management.

CORE COMPETENCIES

- Customer service
- Handling calls
- Claim processing
- Processing referrals
- Fax management
- HIPAA compliance

EXPERIENCE

Customer Service Representative 2024 - 2026

Alorica Teleservices Inc. - Specialty Pharmacy · Davao City

- Checked prescription referral status, including covered, denied, or pending cases
- Created escalation tickets and reviewed prior authorization and insurance information
- Scheduled medication deliveries and coordinated with prescribing physicians' offices
- Initiated outbound calls to patients, doctors' offices, infusion centers, and home care facilities
- Managed fax and email communications
- Maintained confidentiality of personal health information in compliance with HIPAA regulations
- Tracked and monitored medication package deliveries

Customer Service Representative 2023 - 2024

Alorica Teleservices Inc. - Healthcare Insurance · Davao City

- Processed monthly premium payments for members
- Assisted members in locating in-network providers and specialists
- Encouraged preventive care by reminding members to schedule appointments with their primary care physicians
- Updated members' primary care provider information
- Reviewed claims and eligibility status
- Assisted members with filing claim appeals and resolving insurance concerns

SPES Beneficiary (student summer employment) Summers 2019 - 2023

Public Employment Service Office · Davao Oriental

- Performed encoding, profiling, and filing tasks during schooling days, building organizational and Microsoft Office skills over four summers under the DOLE Special Program for Employment of Students

EDUCATION

Bachelor of Science in Agribusiness Management — Davao Oriental State University 2019 - 2023