

DANIELLE ANNE PILAPIL-AUMAN

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PROFESSIONAL SUMMARY:

Highly organized and detail-oriented worker, with a drive to exceed expectations. My in – depth understanding of the prior authorization process, medical necessity criteria, and insurance requirements equips me to manage intricate tasks. I pride myself for my excellent communication, problem -solving, and the ability to handle multiple assignments in a fast -paced setting. My experience also extends to sales and customer support, making me an all – rounded virtual assistant candidate.

STRENGTHS AND EXPERTISE

Healthcare Knowledge

Written Communication

Reliability

Time Management

Organizational Skills

Adaptability

Communication

Attention to Detail

PROFESSIONAL EXPERIENCE

MEDVA

Medical Receptionist (Voice & Non-Voice) | December 2023-May 2024

- Scheduling appointments, answering phones, entering patient information into database
- Schedule appointments between doctors and patients
- Create new patient charts and obtain Medical History
- Answering general questions and do outbound calls for any triages
- Adhere to policy and procedures during all activities

Optum Global Solutions

PA Associate Clinical Admin Coordinator (Voice & Non- voice) | September 2022 – March 2024

- Processed a high volume of 50+ medical and surgical prior authorization cases daily.
- Successfully communicated with healthcare providers, ensuring exceptional customer service.
- Achieved high performance metrics, including high rate of prior authorization approvals.
- Gained comprehensive knowledge of UHC and HUMANA Affiliated markets.

Tech Mahindra

Customer Service Representative | September 2021 – August 2022

- Responding to customer inquiries, resolving issues, and providing information through various channels like phone, email or live chat.
- Well- versed in the company's products or service to provide accurate information and guidance to customers.
- Assisting order placement, tracking and processing returns or exchanges.
- Maintaining accurate records of customer interactions, transactions, comments and complaints for future reference.
- Identifying opportunities to promote additional products or services that may benefit the customer.