

# RHIJENN ALOG

4701 55th Ave. High Prairie T0G 1E0 | (1) 403-383-0549 | rhijennalog12@yahoo.com

I am a dedicated, organized, and hardworking individual. I am an excellent team player with keen attention to details, more than willing to develop new skills that often seek new responsibilities within a wide range of employment areas. Compassionate, possesses integrity, and adapts quickly for any given tasks, situation, and circumstances.

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## SKILLS

- Good Communication Skills
- Computer Literate
- Customer Service Skills
- Meticulous and detail oriented
- Time efficient for work
- Able to work with Minimal Supervision

## EDUCATION

**Bachelor of Science in Business  
Administration major in Human  
Resource Development Management**

NEW ERA UNIVERSITY |  
JUNE 2015 - APRIL 2019

### Secondary Education

TAYUG NATIONAL HIGH SCHOOL |  
JUNE 2011 - APRIL 2015

## CERTIFICATES/ TRAININGS

**HIPAA CERTIFIED  
HEALTHCARE VIRTUAL  
ASSISTANT**

SEPTEMBER 2022

**PROVIDER SERVICE  
RESOLUTION SPECIALIST  
(BENEFITS & ELIGIBILITY,  
INTAKE, PRIME, AND  
CLAIMS**

MAY 2019

## WORK EXPERIENCE

### CUSTOMER SERVICE REPRESENTATIVE

United HealthGroup | May 2019 - April 2022

- Assist providers with member's benefits & eligibility.
  - Creates/initiate intake/prior authorization for surgery/DME
  - Analyzes appeals and review denials. Gives the provider resolution and guides to resubmit claims.
  - Handles billing concerns.
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### ENGLISH TEACHER (ONLINE)

RareJob | May 2022 - November 2022

- Teaches students how to read and formulate sentences in English
  - Prepares material for students
  - Build relationship with students for them to be able to comfortably speak English.
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### HEALTHCARE VIRTUAL ASSISTANT

HELLO RACHE | September 2022 - December 2023

- Responsible for answering front desk calls in a Primary Doctor's Office
- Requesting approvals to refill the patients medications and submits prior authorization for non covered medications.
- Appointment Scheduling and
- Creates invoice and managing billing and collections
- Organizing Medical Records
- Verify benefits and eligibility of patient's insurances in an Audiologist office.
- Expert in Live Scribing specifically in a Psychiatrist Clinic.
- Creates letter of authorization for the patients.
- Process referrals to specialists, imaging orders, and laboratory orders