



IANLINE TOLEDANES

VIRTUAL ASSISTANT, TESDA CERTIFIED CAREGIVER & TESDA CERTIFIED HEALTH CARE ASSISTANT

EXPERIENCE

TESDA Certified Caregiver - NC II
TESDA Health Care Services - NC II

World Care Academy Corporation - Certified

- Basic Life Support with Automated External Defibrillator
- Emergency First Aid Response
- Oxygenation Therapy
- Bandaging and Wound care
- Carrying of Victims and Infant CPR
- First Aid Simulation Training

Medical Records Specialist

Gwinnett Spine and Bucket Head Spine Clinic - Present

- Validates and enter patient's health information into the Chirotouch system.
- Ensure all medical records and file per visit are accurate for whatever treatment done during each visit.
- Review x-ray report findings and enter into the CRM.
- Identify medical coding based on the treatment done with the patient.

Virtual Assistant | Doctor's Office

Green Health Docs April 2022 - February 2023

- Helped patients schedule an appointment for consultation whether telemedicine or in-person visit.
- Contact the patient for follow up visit and renewal.
- Admins task such as uploading medical records, register patients in the state by gathering patient's personal information.
- Reached out to the Doctors secretary for patient certification and account activation.

Virtual Assistant | Doctor's Office

Veriheal Inc, March 2019 - December 2022

- Helped facilitate and train new VA's.
- Helped schedule appointments for consultation and guide patients to register in the state.
- Contacted renewal patients and follow up for missed appointments needed to reschedule.
- Communicate with the Doctor for missed certification and account activation for the patient.

SME | Floor Support

Iqor RMS Collect September 2016 - July 2018

Sprint

- Provided support to the supervisors by coaching and mentoring new associates during training and nesting period.
- Review agents' performance by listening to recorded calls or side by side.
- Answered supervisors call and complex to provide a better resolution

Fingerhut

- Process customer's order into the company's system
- Fulfill the customers order in a timely and efficient manner.
- Provides accurate product information.
- Track and provide the expected time of arrival of customers product.

CONTACT

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EDUCATION

Vocational Course - Caregiver NC II

World Care Academy Corporation

June 2024 - October 2024

Bachelor of Science in Nursing

COLEGIO SAN AGUSTIN - BACOLOD

Non-Grad 2009 - 2012

Secondary

ST. ROSE OF LIMA SCHOOL

2005-2009

SKILLS

Critical Thinking

Time Management

Admins Task

Call Handling

Content Creation

Social Media Marketing

Appointment Setting

Calendar Management

Patient Care

Emergency response

First Aid

TOOLS AND APPLICATIONS

- Gmail
- Google Drive
- Google Calendar
- Google Docs
- Google Sheets
- Google Forms
- MS Word
- MS Sheets

COORDINATION AND MANAGEMENT

- Zoom
- Skype
- Slack
- Podio
- Bitrix 360
- Monday.com
- Whatsapp
- Google Meet
- Zoom
- WhatsApp
- Skype

SOCIAL MEDIA AND CONTENT CREATION

- Facebook
- Instagram
- LinkedIn
- Canva
- WordPress

SPECIALIZED TOOLS

- Practice Fusion
- Acuity
- Live Chat
- Ring Central
- Dialpad
- Helpdesk
- Pure Chat
- Hubstaff
- Tidio
- Citrix
- Chiro Touch
- Dropbox

Customer Service Representative - Higher One

Ubiquity July 2015 - January 2016

- Check if the customer is approved for a student loan.
- Determine if the customer is eligible for a student loan
- Provide proper information regarding the student loan approval and it's turn around time/processing.

Customer Service Representative, Comcast Billing, Retention

Transcom Worldwide May 2014 - February 2015

- Promotes comcast products and services and makes recommendations that meet the customers needs and monthly budget.
- Supports customers inquiries and provides breakdown explanations of the bill.
- Provide all the necessary options to meet clients satisfaction by providing big discounts in all subscriptions.
- Responsible for cutting all services if a customer is determined to remove all subscriptions

Technical Support - Straighttalk Wireless

PanAsiatic Solutions September 2012 - May 2014

- Provides assistance to customer reloading airtime at a cheaper price.
- Assist in technical problems and step by step for basic troubleshooting.
- Assist in transferring phone number or MIN change.

CHARACTER REFERENCE

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