



Dwight

I am a motivated job seeker looking to obtain new, challenging position. Works well under pressure, adaptable, and ready to be strong team leader

WORK EXPERIENCES

Virtual Assistant (Prior Authorization Coordinator Healthcare Weight loss)

JUNE 2023 - SEPTEMBER 2024

Tools Handle - Slack, Zendesk, Cover My Meds, Zealhy Clinician Portal

- Communicate effectively with insurance companies, providers, pharmacies, and patients regarding prior authorizations.
- Collecting all the necessary documentation, contacting the client for additional information and completion of the required prior authorization in order to proceed with testing.
- Compile paperwork related to the patient or customer, assess their eligibility for particular services, communicate with the insurance provider, and track the progress of a case

Content Moderator

MAY 2022 - MAY 2023

Tools Handle - TASKUS SRT Tools

- Maintaining safe space for people to enjoy browsing in their social media accounts.
- Ensuring that the platform is free of scams, illegal items, child exploitation, fake news and more.
- Removing brutal, gore, sex tapes, disturbing etc. Facebook content.

Healthcare Insurance Customer Service Representative

November 2019 - March 2022

Tools Handle - GIAS, Aetna Portal, CRM

- Handled customer inquiries, billing questions, payment and service requests/
- Providing clients of their health insurance benefits accurately.
- Resolved customer service or billing complaints by exchanging merchandise, refunding money or adjusting bills. Resolved issues based on thorough investigations of concerns.

Technical/Sales Support Customer Service Representative

May 2018 to July 2019

Tools Handle - Avaya OneX, CRM, Salesforce, Oracle

- Troubleshoot issues successfully using standard protocols and personal expertise to locate root case causes of product problems
- Encouraged sales through promotions and special offers to customers/clients.
- Skilled in troubleshooting complex issues, resolving customer concerns, and delivering high-quality support

Video Editor

Local Real Estate Developer - Remote Part time Started 2022

Tools Handle - Vegas Pro, CapCut Pro, DaVinci Resolved, Adobe Premiere Pro

- Promote sales of properties through creating video advertisements
- Showcasing documents such as representation contracts, purchase agreements, closing statements, deeds, and leases. Create and edit creative Real Estate Video advertisements

CONTACT



MY PORTFOLIO

EDUCATION

University Of Rizal System

Bachelor of Industrial Technology
Major in Electrical
2019

Video Editor

Healthcare CSR

Technical Support

Content Moderator

Prior Authorization Coordinator