



JAYPEE PERALTA

PROFILE

Seek to work as "Virtual Assistant" in your organization where I can utilize my expertise in the growth of the organization and adding its value in the market.

EXPERIENCE

TECHNICAL SUPPORT REP.

1&1 IONOS PHILS.

JULY 2017- OCTOBER 2018

- Resolving customer issues via phone, email and chat
- Troubleshooting a wide range of technical and billing concerns and educating customers about our products and processes
- Demonstrating both technical proficiency and effective soft skills in resolving customer issues
- Recommending and selling the right products and services based on customer's business and personal needs
- Effectively managing self to meet departmental goals and resolve incoming workload efficiently

Medical Virtual Assistant

January 2022- January 2023

- Intake of new patients and referrals.
- Appointment setting — scheduling, managing cancelations, and sending reminders to patients.
- Calendar management — creating a schedule that includes appointments with patients as well as other commitments, such as meetings and events.
- Organizing files in your database.
- Supply management — keeping track of supplies at your practice and ordering new items when necessary.
- Medical billing and coding.
- Followups and checking on patients after appointments.
- Prescription refills.

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 Lapu-lapu City, Cebu, Philippines

EDUCATION

BACHERLOR IN BUSINESS ADMINISTRATION

BENEDICTO COLLEGE

2014 - 2018

SKILLS

- Strong Communication skills
- Management skills
- Customer service skills
- Time management
- Leadership skills
- Active listening