



ROUELL PAAS

Medical Assistant



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Manila, Philippines

ABOUT ME

A highly organized, well driven and a team player. Experienced Medical Assistant with a proven track record. Exceptional administrative support to healthcare professionals. Skilled in managing patient records, providing additional information to health care providers and handling confidential information with discretion. Proficient in medical terminology and adept at coordinating with healthcare providers to ensure seamless patient care and drug safety. Effective communicator with a commitment to delivering high-quality service to health care providers and patient.

EDUCATION

Bachelor of Science in Nursing
Perpetual Help College Manila
2006-2012

Philosophy
Saint Louis University of Baguio
2003-2005

Maryhurst Seminary
2003-2004

Political Science
San Sebastian College Recoletos
2002-2003

PROFESSIONAL EXPERIENCE

2022

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2024

Medical Assistant

Fortrea Clinical Solutions

- To respond to medical information queries/product quality complaints/general queries that may be received over the telephone call, email, fax etc
- Receive information, record and reporting Adverse Drug Reaction in timelines (according to the regulations and to internal WI/SOPs) that may be received over the telephone call, email, fax etc
- Perform and support different activities as assigned – tracking various types of information and metrics, ongoing QC of defined process steps, training, reconciliation of data from multiple sources.
- Any other duties as assigned by management

2020

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2022

Technical Support Representative

VXI Global Solutions Inc.

- Diagnosing technical issues related to technical services and providing step by step instructions to fix them.
- Performs and support different- technical service over the phone.

2019

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2020

Customer Service Representative

Sitel Philippines

- Provides over the phone support regarding clients inquiries, query while maintaining professionalism
- Provides detailed explanation of services and products.

2012

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2020

Entrepreneur and Business Owner

Six Figures Signature E liquid

- Engage in manufacturing, retail and importation of vape products.
- Assuring quality control of the products before sending an invoice

CERTIFICATES

- Teach me HIPAA
Certificate
- PH Civil Service
Subprofessional
Passer (Mar 2023)

LANGUAGE

- English

SKILLS

- Computer Proficient
- Active Listener
- Ability to work in a
team
- Customer Service
- Critical thinking
- Attention to details
- Analytical skills
- Email management
- Case Processing
- Case Management
- Time Management

2018 | **Supervisor**
M & F Eat all you can Buffet

- Handles branch operation.

2018 | **Attending Supervisor**
Dimsum City

- Handles branch operation.

2012
-
2013 | **Import Staff**
I.L. Luistro Brokerage Inc.

- Handles documentation of Bills of Lading securing importation clearances from the Bureau of Customs.

2012 | **Liaison Officer**
Paas Buri & Melo Law Office

- Handles filing legal documents in courts.