

SHANE IGLESIA

VIRTUAL MEDICAL ASSISTANT

Professional Summary

Highly skilled Senior Virtual Assistant with a diverse background in medical billing, financial advising, real estate, ESL teaching, and customer support. Adept at leading teams, managing complex administrative processes, and ensuring customer satisfaction across multiple industries. Strong expertise in healthcare billing, client relations, team coordination, and troubleshooting technical issues. Proficient in software such as Brightree and ePaces and experienced in providing exceptional virtual assistance in fast-paced environments.

Skills

- Medical office operations & workflow optimization
- Team leadership & administrative support
- Medical Billing
- Compliance with healthcare regulations & HIPAA
- Patient record management & data entry
- Appointment scheduling & coordination
- Medicaid eligibility verification (ePACES)
- Prior Authorization/ Certificate of Medical Necessity caller
- Requesting & obtaining signed Certificates of Medical Necessity (CMN) from physicians
- Educating patients on the necessity of medical supplies & insurance requirements
- Client relations & engagement
- Customer service (voice, chat, email)
- Processing reorders & medical supply management
- Technical troubleshooting
- Escalation management
- Creating and managing online ads
- Financial assessment & risk analysis
- Insurance planning (life, health, disability)
- ESL (English as a Second Language) instruction
- Student progress assessment
- Grammar, vocabulary, & pronunciation coaching
- Prospecting
- Lead generation
- Email Management

Software / Online Tools and Platforms

- ePACES
- Brightree
- ACSR (Advanced Clinical Services & Reporting)
- Insurance Portals
- Slack
- Skype
- Batch Dialer
- Loom
- GoTo (GoToMeeting/GoToConnect)Google Workspace (Docs, Sheets, Drive, Gmail, Calendar, Meet)
- Microsoft Office (Word, Excel, Outlook, PowerPoint)
- Avaya
- Discord
- Microsoft Teams

Work History

Senior Medical Administrative Assistant – Medical Billing & CMN Caller Specialist | October 2021 – February 2025

- Working with Primary Care Physicians, Facilities, Case Manager, Family Medicine, Urologist, and Gynecologist
- Telephone Triage with patients and doctors/health professionals

- Leadership Support
- Team Training
- Workflow Management
- Client relations/communication
- Reorders & Medicaid Eligibility Check
- Communication, Documentation
- Customer Service / Technical Troubleshooting with Brightree and Epaces
- Reporting, Managing Google sheets.
- Uploading CMN/Prior Auth through EMR
- Insurance Verification & Authorization
-

LICENSED FINANCIAL ADVISOR | February 2021 – December 2022

- Assessing client's financial situations
- Investment advice
- Insurance planning
- Sales Call, Proposals/free quotes

VIRTUAL ASSISTANT (REAL ESTATE) | June 2021 - December 2021

- Cold calling, Emails
- Lead generation
- Qualifying leads
- Setting appointments

ENGLISH AS SECOND LANGUAGE ONLINE TEACHER | December 2020 - December 2021

- Teaching English to non-native speakers
- Providing grammar and vocabulary instruction
- Assessing student progress
- Encouraging student participation

ACCOUNT ASSOCIATE | September 2018 - April 2021

TRANSPORTATION ACCOUNT

- Inbound calls
- Troubleshooting Technical Issues
- Resolving complaints
- Providing information
- Processing refund
- Managing escalations
- Safety concerns

TELCO ACCOUNT

- Customer support
- Troubleshooting services
- Sales and upgrades

Relevant Certification and Training

Basic Supervisory Training - 2024

Securities and Exchange Commission (SEC) License (for investment-related advisory roles) – 2021

International TESOL Academy – 2021

Education

Assumption College of Davao – Bachelor of Science in Hotel and Restaurant Management | 2014 - 2017