



# MARY ANN JOY GOZUM

## HEALTHCARE VIRTUAL ASSISTANT

### About Me

My ultimate goal in life is to become financially stable so that I can support my family and give them the life they deserve. I believe that financial independence will not only provide security but also allow me to help others in need, especially those I care about. I'm someone who values simplicity and the little things in life, and I find joy in capturing moments with my family, my dogs, and beautiful sceneries through photography.

☎ + (63) 921-509-9097

✉ maryannjoygozum@gmail.com

📍 Tarlac City, Philippines

### Education

**TARLAC STATE UNIVERISTY**

Bachelor of Public Administration

2015-2018

### Professional Profile

A highly motivated and results-driven professional with a strong foundation in Project Management, Teamwork, and Leadership. Known for excellent Time Management and the ability to lead teams effectively to achieve project goals within set timelines. Adept at ensuring effective communication with all stakeholders, leveraging strong Critical Thinking skills to solve problems and drive innovation. Demonstrates a quick adaptability to changing environments and a meticulous attention to detail in all tasks undertaken.

Possesses experience with CRM tools such as Trello and Asana at a basic level, along with HIPAA training ensuring adherence to healthcare compliance standards. An expert in Microsoft Office, proficient in Excel, Word, PowerPoint, and Outlook, providing efficient solutions and maintaining smooth workflow. Proven ability to collaborate in fast-paced environments and deliver high-quality results on time.

Focused on continuous improvement and consistently striving to enhance both team dynamics and project outcomes.

#### Work

#### Healthcare Representative Experience

#### Inbound/Outbound

#### Foundever-(Formerly known as Sitel Corporation)

- As a Health Professional/Customer Healthcare Representative, I have been responsible for delivering high-quality service to patients and healthcare providers, ensuring seamless communication across inbound and outbound channels. My role involves managing a variety of tasks, including addressing patient inquiries, explaining healthcare policies, providing assistance with claims and coverage, and guiding patients through complex health-related procedures.
- Handling incoming calls from patients, providers, and insurance partners, offering expert advice on healthcare plans, claim statuses, and general inquiries. Focused on delivering clear, empathetic communication while addressing concerns.
- Proactively reaching out to patients for appointment reminders, follow-ups, health plan updates, and providing important reminders regarding ongoing treatments or medications.

### Skills

- Project Management
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking
- Quick to adapt
- Meticulous to detail

### Tools

Experience with using CRM and Project Management Tools/ HubSpot  
HIPPA Trained  
Asana& Trello  
HP Tools  
Microsoft 360(word, excel, outlook,)  
CS Pro