



Anajane Indoy

Business Virtual Assistant

Professional Experience

April 2023 - January 2025

Virtual Assistant | Insurance Billing Specialist | Practice Revenue Analyst
ZENTIST | San Francisco, California USA | Remote

- Processed Electronic Fund transfer (EFT) and Electronic Remittance Advice (ERA) enrollments for dental insurance, ensuring timely and accurate payments for Dental Service Organizations (DSOs), which manage non-clinical aspects of multiple dental practices.
- Utilized tools like Slack, Google Suite, Outlook, and insurance portals to streamline operations and enhance communication.
- Managed calendar scheduling, client meetings, and follow-ups to maintain efficiency.
- Performed general administrative tasks, such as data entry, document management, and email correspondence to support daily operations.

October 2017- March 2023

Customer Services Associate | Chat & Call Support
Concentrix Convergys Inc. | Local | Hybrid

- Provided exceptional customer service through chat support, addressing inquiries, resolving issues, and ensuring customer satisfaction.
- Utilized chat support software to manage multiple customer interactions simultaneously, maintaining a high level of efficiency and responsiveness.
- Handled customer complaints and escalations professionally, ensuring timely resolutions and fostering positive customer relationships.
- Assisted customers with product information, order processing, and technical support, delivering accurate and helpful responses.

December 2018 - March 2020

Product Ready Trainer | Team Leader Trainee
Concentrix Convergys Inc. | Local | On-site

- Conducted comprehensive training sessions for new employees, ensuring they were well-prepared and product-ready.
- Developed training materials and resources to support employee onboarding and continuous learning.
- Led team meetings and coordinated tasks, fostering collaboration and efficient workflow among team members.
- Assisted in performance evaluations, providing constructive feedback and support to help team members improve and succeed.
- Monitored training progress and adjusted programs as needed to meet organizational goals and employee development needs.

SKILLS

- Data entry
- Call Handling
- Customer Support
- General Admin Support
- Revenue Analysis Support

Tools



Trainings & Certification

Business Virtual Assistant

Training program

Pineapple VA Hub – Certificate of Completion

Completed: May 5, 2025 - May 16, 2025

Education

2013-2017

Bachelor of Science in Business Administration Major in Marketing Management

University of Mindanao Panabo College