

# Melvin Dale Batuigas

## Admin Virtual Assistant | Data Entry

Dynamic and detail-oriented professional with a proven track record of managing multiple priorities with precision and a positive attitude. Adept at driving team success through strong organizational skills, exceptional interpersonal abilities, and a proactive approach to problem-solving. Thrives in fast-paced environments, seamlessly handling complex projects with accuracy and efficiency. Seeking a full-time role that leverages my expertise in time management and collaborative teamwork to deliver outstanding results and exceed client expectations.

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### PROFESSIONAL EXPERIENCE

#### Medical Billing Associate

Optum Global Solution, Inc. - June 2012 - Present

- Develop, analyze, and update policies to guide organizational operations, ensuring compliance with regulations and alignment with company goals.
- Liaise with stakeholders to identify policy needs and review existing policies for relevance and accuracy.
- Process payments, explain invoices, clarify due dates, and resolve billing inquiries for policy-related transactions.
- Follow up on insurance claim denials, coordinating with insurers to resolve issues.
- Contact customers via mail or email to verify data, address billing concerns, and manage outstanding balances.
- Maintain accurate, timely documentation of all transactions and policy updates in systems like MicroFocus Rumba, Trizetto Facets and TIBCO iProcess.
- Adjust payment statuses and billing records to ensure data integrity.
- Meet productivity, schedule, and quality standards consistently.

#### Credit and Collection Analyst

Gillamac's Marketing, Inc - December 2008 - April 2012

- Conduct thorough evaluations of new and existing clients' creditworthiness to inform strategic decisions.
- Set and adjust credit limits based on payment history, financial statements, and market factors, aligning with business objectives.
- Issue accurate and timely invoices, ensuring seamless and efficient billing processes.
- Engage proactively with clients to secure prompt payments and resolve discrepancies with professionalism.
- Identify and escalate delinquent accounts to management for strategic follow-up and resolution.
- Maintain precise, up-to-date records of all credit and collection activities for transparency and compliance.
- Collaborate effectively with sales, customer service, and finance teams to streamline credit and payment processes, enhancing client relationships and operational success.

### AWARDS

#### United Healthcare Service Heroes - 2017

The UnitedHealthcare Service Heroes program celebrates employees who demonstrate exceptional performances, compassion, and commitment to serving customers. Each year, the top one percent of Operations staff are recognized for their excellence in quality, dedication to service, and embodiment of the company's cultural values. Service Heroes take pride in their work and are always ready to help others.

### CONTACTS

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### EDUCATION

Bachelor of Science in  
Business Administration Major  
in Marketing Management  
Cebu Institute of Technology  
University  
2003 - 2008

### TOOLS

- MicroFocus Rumba
- TIBCO iProcess
- Microsoft Excel
- Trizetto Facets
- Basic Sytème.io
- Basic Monday.com
- Citrix Workspace
- OnBase
- Basic Go-High Level

### SKILLS

- Document Management
- Email Management
- Calendar Management
- Data Entry
- Lead Generation
- Appointment Setting

### ATTRIBUTES

- Time Management
- Attention to details
- Multi-tasking
- Problem-solving
- Critical Thinking
- Organization