

KRISTIAN LACASANDILE

Healthcare / Medical Virtual Assistant

Healthcare Insurance • Patient Support • Client Relations • Administrative Support

📍 Philippines

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PROFESSIONAL SUMMARY

Experienced healthcare insurance and customer relations professional with more than 10 years of experience in client support, healthcare insurance coordination, administration, sales, customer service, and team leadership. Proven background handling international clients, medical insurance inquiries, insurance coordination, administrative support, and client retention through a Dubai-based insurance brokerage.

Skilled in patient-facing communication, inbound and outbound support, insurance coordination, escalation handling, administrative assistance, and customer relationship management. Seeking to transition into a Healthcare / Medical Virtual Assistant role where strong communication, organization, and healthcare insurance experience can support clinic operations and patient care.

CORE COMPETENCIES

- Healthcare Insurance Support
- Insurance Verification Support and Appointment Coordination
- Customer Success Specialist
- Medical Insurance Coordination & Patient Coordination
- Insurance Coverage, Exclusions, Terms & Conditions Specialist
- CRM, Customer Support & Administrative Assistance
- Escalation Handling, Client Relations & Retention
- Inbound & Outbound Calls, Email & Chat Support
- Team Leadership & Coaching
- Data Entry, Documentation, Organization & Time management

PROFESSIONAL EXPERIENCE

Insurance Advisor / Sales Consultant - Individual and Corporate Plans

Pacific Prime Middle East DMCC – Dubai

June 2022 – August 2025

- Assisted international clients in selecting suitable healthcare and insurance plans based on their needs and budget.
- Explained insurance coverage, policy benefits, exclusions, and terms in a clear and professional manner
- Managed client relationships to improve retention and generate referrals
- Coordinated with insurance providers regarding policy inquiries and client concerns
- Maintained updated knowledge of insurance regulations and compliance requirements
- Delivered high-quality customer service while handling sensitive healthcare-related information

Key Achievements

- Built strong long-term client relationships through professional communication and follow-up
- Supported client retention and lead generation through consultative customer service

Customer Relations Executive (CRM) - Individual and Corporate Plans

Pacific Prime Middle East DMCC – Dubai

February 2020 – June 2022

- Generated insurance quotations from multiple healthcare insurance providers
- Coordinated with insurance companies on behalf of clients regarding policy coverage and concerns
- Managed inbound and outbound calls related to medical insurance support

- Assisted small business accounts with insurance administration and coordination
- Educated clients regarding healthcare insurance plans, benefits, and coverage options
- Maintained accurate records and client documentation

Key Achievements

- Handled healthcare insurance inquiries with professionalism and accuracy
 - Supported administrative coordination for both individual and business clients
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Administrative Assistant - Individual and Corporate Plans

Pacific Prime Middle East DMCC – Dubai

June 2018 – February 2020

- Provided administrative and customer support for healthcare insurance operations
 - Assisted clients with policy-related inquiries and documentation support
 - Coordinated communication between clients and insurance providers
 - Managed inbound and outbound customer interactions related to healthcare insurance
 - Supported quotation preparation and account coordination tasks
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Contact Center Supervisor / Trainer

Sitel Philippines – AT&T DirecTV & Frontier Airlines

October 2015 – July 2017

- Managed and supervised a team of customer service representatives
- Conducted coaching sessions to improve phone, email, and chat support performance
- Facilitated onboarding and training programs for new employees
- Monitored daily team performance and generated operational reports
- Assisted with employee evaluations and performance reviews
- Provided escalation support and conflict resolution assistance

Key Achievements

- Improved customer service performance through coaching and upskill training
 - Maintained operational targets and service quality standards
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Escalations Specialist

Sitel Philippines – Frontier Airlines

June 2015 – October 2015

- Handled supervisor-level customer escalations and complex customer concerns
 - Provided resolutions for unusual customer cases and service issues
 - Assisted newly hired employees with floor support and guidance
 - Maintained customer satisfaction through professional issue resolution
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Customer Support & Reservations Specialist

Sitel Philippines – Frontier Airlines

April 2015 – June 2015

- Assisted customers with airline reservations and booking support
 - Managed customer loyalty accounts and provided account assistance
 - Recommended travel options based on customer requirements and preferences
 - Delivered professional customer service through phone support
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Technical Support Representative

Sitel Philippines – AT&T

September 2012 – April 2015

- Diagnosed and resolved DSL order and service-related issues
- Scheduled service appointments and coordinated order movements
- Assisted customers regarding service delays and technical concerns
- Maintained customer satisfaction through effective communication and troubleshooting

Customer Support Representative

Sitel Philippines – GreenDotCorp

November 2010 – January 2012

- Managed debit card customer accounts and account-related concerns
- Assisted customers regarding account security and retention concerns
- Performed customer support and sales-related tasks
- Delivered customer-focused solutions while maintaining service quality standards

TECHNICAL SKILLS & TOOLS

- Microsoft Office Suite
- Email & Calendar Management
- Complex CRM Workflows
- Customer Support Systems
- Data Entry & Documentation
- Phone, Email & Chat Support
- Administrative Coordination

SOFT SKILLS

- Professional Communication
- Customer Service Excellence
- CSAT Champion

CAREER OBJECTIVE

To secure a Healthcare / Medical Virtual Assistant role where I can apply my healthcare insurance background, administrative experience, customer service expertise, and strong communication skills to support healthcare professionals, improve patient coordination, and contribute to efficient clinic operations.

EDUCATION

Saint Louis College

Undergraduate – Information Technology Completed up to Third Year 2010