

# JOHN LESTER S. ALVAREZ

MEDICAL VIRTUAL ASSISTANT | INSURANCE SPECIALIST

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## PROFESSIONAL SUMMARY

Experienced Medical Virtual Assistant specializing in administrative tasks, patient coordination, appointment setting, insurance verification, prior authorizations, medical documentation, and customer support. Proficient in managing inbound and outbound calls, maintaining HIPAA compliance, and utilizing EMR/EHR systems to improve healthcare operations. Possesses strong communication, organizational, multitasking, and problem-solving skills, with a focus on providing quality patient service and supporting efficient clinic operations in fast-paced remote environments.

## EXPERIENCE

### MEDICAL VIRTUAL ASSISTANT | INSURANCE SPECIALIST

AUGUST 2025- MARCH 2026

- Updating and maintaining patient medical records
- Data entry in EMR/EHR systems
- Appointment reminders and follow-up calls
- Assisting with patient intake and registration
- Managing patient appointments and calendar scheduling
- Medical billing support and claims follow-up
- Coordinating with healthcare providers, pharmacies, and insurance companies

### CUSTOMER SERVICE ASSOCIATE HSBC PHILIPPINES

OCTOBER 2024- JUNE 2025

- Assist with credit card activation and account setup
- Update customer personal information and account details
- Process requests for credit limit increases or decreases
- Retain customers by addressing cancellation requests and concerns
- Provide information about interest rates and minimum payments

### PHARMACY TECHNICIAN

#### GRACE MEDICAL HOSPITAL

AUGUST 2023- MARCH 2024

- Measuring, counting, labeling, and packaging medications
- Verifying patient information and prescription details
- Managing inventory and monitoring medication stock levels
- Ordering and restocking pharmaceutical supplies
- Checking expiration dates and removing expired medications

## CORE SKILLS

- Prior authorization processing
- Medical records management
- Electronic Medical Records (EMR/EHR) navigation
- HIPAA compliance and patient confidentiality
- Data entry and documentation
- Email and calendar management
- Communication skills (verbal and written)
- Problem-solving and conflict resolution
- Administrative and clerical support
- Organization and file management
- Basic healthcare workflow understanding
- Adaptability and ability to work remotely
- Microsoft Office and Google Workspace proficiency
- Documentation and reporting skills

## EDUCATION

### BACHELOR OF ARTS IN BEHAVIORAL SCIENCE

University of Santo Tomas  
2019-2023

## CERTIFICATIONS

- FVA BOOKKEEPING CERTIFICATION
- SURGE TRAINEE CERTIFICATION