

# Raymart C. Moneza

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## PROFESSIONAL SUMMARY

Customer Service VA with 2+ years of experience supporting U.S.-based clients in healthcare and administrative operations. Skilled in handling high-volume customer inquiries, insurance verification, scheduling, and organized data tracking with strong attention to detail. Experienced with Open Dental, ChatGPT and Canva. Known for reliable communication, fast turnaround times, and managing multiple tasks efficiently in remote environments.

## KEY SKILLS

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Customer Service Support | Insurance Verification & Benefits Coordination | Open Dental | Customer Inquiry Resolution | Google Sheets Data Tracking & Reporting | Canva Image Editing | Calendar Management | Administrative Support

## PROFESSIONAL EXPERIENCE

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### **Dental Virtual Assistant**

Alpha Dental (U.S. Client) | Apr 2024 – Jan 2026

- Managed 40+ weekly patient appointments using Open Dental while maintaining accurate scheduling and updates.
- Verified insurance benefits for 20+ patients daily through insurance portals, ensuring accurate records and smoother billing coordination.
- Resolved 40+ daily patient inquiries through phone and email while maintaining timely responses and professional communication.

### **Customer Service Representative**

Teleperformance | Aug 2022 – Jun 2023

- Managed 20+ daily customer inquiries through phone and email while meeting response time targets consistently.
- Resolved account and service concerns efficiently, contributing to positive customer experience and issue resolution.
- Updated customer records and case details with high accuracy to maintain organized tracking and follow-ups.

## TECH PROFICIENCY

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**Productivity & Admin:** Google Sheets, Basic Microsoft Office, Open Dental, Insurance Portals

**Communication:** Zoom, Google Meet, WhatsApp, Line, MatterMost

**AI & Automation:** ChatGPT, Gemini, Shopify Sidekick

**Design & Content:** Canva, CapCut

## EDUCATION

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### **Bachelor of Science in Fishery Education**

Laguna State Polytechnic University | Los Baños, Laguna , Philippines | 2019

## CERTIFICATIONS

- Licensed Professional Teacher (LET Passer) | September 2019