



# VHINCENT PULIDO

## Virtual Assistant

Motivated and detail-oriented Virtual Assistant with extensive experience in technical support, customer service, healthcare administration, and project management. Skilled in troubleshooting, client communication, and using various CRM, helpdesk, and design tools. Passionate about delivering high-quality support and efficient workflows.

## Contact

### Phone

+639763385060

### Email

vhincepulido@gmail.com

### Address

Block 15 Lot 14 Miramonte Park,  
Brgy. 180, Caloocan, Manila

## Education

### Bachelor of Science in IT

Pamantasan ng Lungsod ng Maynila  
2020 – 2024

### STEM Course

Emilio Aguinaldo College – Manila  
2018 – 2020

## Skills

- Technical Support & Troubleshooting (Phone, Email, and Chat Support)
- Customer Service & Ticket Management
- Insurance Verification, Referrals, Authorizations, Claims, Appeals, and Dispute Resolution
- Healthcare Administrative Support & Patient Outreach
- CRM & Helpdesk Platforms: Zendesk, Salesforce, Zoho, HubSpot
- Healthcare Systems: Epic, Availity, PaySpan
- Project Management & Scheduling Tools: ClickUp, Airtable
- Microsoft Office Suite & Google Workspace
- Communication & Collaboration Tools: Slack, Microsoft Teams
- Data Entry, Documentation, and Records Management
- Virtual Assistance & Administrative Support
- Graphic Design & Content Creation using Canva and Adobe Creative Tools
- File Management & Cloud Collaboration using Google Drive
- Strong Communication, Multitasking, and Problem-Solving Skills

## Language

- English
- Filipino

### Patient Support Executive

Vee Healthtek Philippines

- Coordinated patient referrals via outbound calls
- Verified insurance eligibility and referral requirements
- Ensured timely documentation and resolution

### Insurance Representative

Access Healthcare Services

- Managed healthcare insurance processes including eligibility verification, referrals, benefits coordination, prior authorizations, claims processing, disputes, appeals, and patient outreach
- Conducted detailed insurance verification and ensured accurate documentation of patient coverage and authorization requirements
- Handled claims follow-ups, dispute resolution, and appeals processing to support timely reimbursement and issue resolution
- Performed outbound patient outreach to coordinate referrals for upcoming and previous medical appointments
- Utilized Epic, Availity, PaySpan to manage patient accounts, referrals, and insurance-related workflows
- Maintained compliance with healthcare policies, insurance guidelines, and data privacy standards while delivering quality patient support
- Demonstrated strong communication, problem-solving, and multitasking skills in a high-volume healthcare support environment

### Technical Support Specialist

Harte Hanks Philippines

- Delivered professional technical support services through phone, email, and live chat channels
- Diagnosed, troubleshot, and resolved customer technical concerns efficiently and accurately
- Utilized Zendesk and Salesforce to manage support tickets, document customer interactions, and track issue resolution
- Maintained high standards of customer service while handling multiple inquiries in a fast-paced environment
- Escalated complex technical issues to appropriate departments to ensure timely resolution
- Ensured accurate record-keeping and compliance with company support procedures and service standards
- Demonstrated strong communication, problem-solving, and multitasking skills while supporting customer satisfaction and retention

### Retail Ticketing Support Specialist

Alorica Philippines

- Managed retail support tickets and customer service inquiries through phone, email, and chat channels
- Utilized Zoho and Zendesk to monitor, update, and resolve customer support cases efficiently
- Processed and tracked retail-related concerns, including order inquiries, escalations, and issue resolution
- Maintained accurate documentation of customer interactions and ticket status to ensure timely follow-up and resolution
- Collaborated with internal teams to address complex customer concerns and improve service delivery
- Delivered high-quality customer support while meeting company service level agreements (SLAs) and performance metrics