

ABEGAIL S. SAMILLANO

Summary

An independent and responsible individual who is always open to ideas and ready to learn new things. Possesses excellent interpersonal skills, is detail-oriented and hardworking. Demonstrates dedication and commitment to tasks, and remained flexible in unexpected situations.

Work Experience

Dental Virtual Assistant

APPLIED IN TOUCH

June
2025

-

April
2026

- Taking inbound and outbound calls
- Creating patients dental appointments
- Assisting patient inquiries through emails, text and calls
- Sending pre-authorization requests to insurance portals
- Accessing insurance portals to do eligibility checking for patients dental coverage
- Confirming, cancelling and rescheduling patients appointment

Client Support Specialist

GLOBAL STRATEGIC SOLUTIONS

2022

-

2025

- Handling inbound and outbound calls from possible prospects and tenants
- Sending emails for escalations, follow-up updates regarding tenant requests
- Creating service request tickets for maintenance issues as requested by the tenant
- Scheduling prospects an appointment for house tour.

Billing Validator

NATIONAL GRID CORPORATION OF THE PHILIPPINES

April

2022

-

August

2022

- Check, validate and verify third party billings
- Record, report and correct discrepancies found in the billings from the vendors
- Process request for payment corresponding to the billings being processed using the system
- Coordinating to supervisors for an update

Quality Control Inspector

TSUNEISHI HEAVY INDUSTRIES CEBU

2019

-

2020

- Review layout or plan of the blocks
- Ensuring welders adhere to the quality standards
- Suggesting adjustments to welders and grinders as necessary
- Attending blocks inspection with the owner's representative
- Report block inspection results to the engineer in charge



 09850949245

 asamillano1997@gmail.com

 Abucayan, Balamban, Cebu 6041

Education

Bachelor of Science in Information Technology

University of Antique

2014 - 2018

Expertise

- Excellent communication and problem-solving skills
- Proficient in CRM software
- Strong active listening and empathy skills
- Ability to work in a fast-paced environment
- Strong attention to detail and organizational skills
- Proficient in Microsoft Office, Outlook and Google Workspace
- Knowledgeable in using dental portals.
- Calendar management

REFERENCES

Available upon request