

# MARCELINA BALUTAS

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## PROFILE

Nursing graduate and skilled Virtual Medical Assistant with hands-on training in healthcare administration, customer support, CRM systems, and digital business tools. Experienced in EMR/EHR management, medical documentation, appointment scheduling, and HIPAA-compliant workflows. Strong background in international customer service, remote operations, and modern productivity platforms, offering reliable communication, organization, and multitasking.

## WORK EXPERIENCE

### Virtual Medical Assistant (Outsourced)

Valencia Center for Women's Health | Aug 2024 – July 2025

- Managed appointment scheduling, insurance approvals, and patient records using eClinicalWorks (EHR/EMR) with strict HIPAA compliance
- Performed coding support and documentation accuracy for ICD-10, CPT, and HCPCS claims

### Secretary – Board of Directors (Part-time)

Cooperative | Jan 2025 – Present

- Maintained board records, meeting minutes, correspondence, and documentation using productivity tools
- Provided administrative support, scheduling, and task tracking to improve internal coordination

### Customer Service Representative (CSR)

Tiktok – PH Account & Amazon – US Account | Jan 2024 – Dec 2024

- Handled inbound and outbound calls to U.S.-based clients using Zoho CRM, and CMR tools for case tracking, account updates, and maintaining accurate customer records
- Provided professional remote support to international clients, resolving inquiries efficiently

## PROFESSIONAL TRAINING

### Virtual Assistant Training Program – 3 Weeks Intensive | 2025

Hands-on training in CRM systems, funnel setup, customer support platforms, email marketing, scheduling, content creation, and digital business tools.

## SKILLS & TOOLS

### Medical & Administrative Skills

Appointment scheduling • EMR/EHR documentation • ICD-10, CPT, HCPCS coding • HMO coordination • HIPAA compliance (Certified, 2026) • Medical records management

### Customer Support & Communication

Inbound/outbound support • Email & chat handling • CRM management • Ticketing systems • Client relationship management • Problem solving • Multitasking • Professional communication

### Technical & Business Tools

- Design & Content: Canva, Descript
- Forms & Data: Typeform, Google Workspace, Microsoft Office
- Project & Scheduling: ClickUp, Calendly, Buffer
- CRM & Marketing: GoHighLevel, ActiveCampaign, ClickFunnels
- Customer Support Platforms: Gorgias, Zendesk, Edesk
- Communication & Productivity: Loom, ChatGPT

## EDUCATION

### Bachelor of Science in Nursing

Baguio Central University | 2013 – 2017