



Danica Joy T. Malicdem

VIRTUAL ASSISTANT | CUSTOMER SERVICE REPRESENTATIVE | REGISTERED NURSE

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PROFESSIONAL SUMMARY

Registered Nurse with over 7+ years of experience in customer service, healthcare support, and virtual assistance. Skilled in appointment scheduling, calendar management, healthcare claims processing, customer communication, and administrative coordination. Proven ability to handle high-volume interactions, maintain accuracy, and ensure customer satisfaction. Proficient in managing schedules, coordinating logistics, handling digital content, and navigating multiple systems while maintaining confidentiality and compliance with healthcare policies and HIPAA standards.

EDUCATION

PHILIPPINE COLLEGE OF SCIENCE AND TECHNOLOGY <i>Nalsian Sur, Calasiao Pangasinan</i> Bachelor of Science in Nursing	2005 – 2009
ST. VINCENT CATHOLIC SCHOOL <i>Quezon Blvd. Bayambang Pangasinan</i> Secondary Education	2001 – 2005
ST. VINCENT CATHOLIC SCHOOL <i>Quezon Blvd. Bayambang Pangasinan</i> Primary Education	1995 – 2001

SKILLS

- Appointment Scheduling & Calendar Management
- Healthcare Customer Support
- Claims Processing & Benefit Verification
- Medical Billing & Insurance Support
- Virtual Assistance
- Customer Service (Phone, Email, Chat)
- Data Entry & Documentation
- Electronic Health Records (EHR)
- HIPAA Compliance & Confidentiality
- Social Media Management
- Content Scheduling
- Microsoft Office Suite (Word, Excel, PowerPoint)
- Google Workspace (Docs, Sheets, Calendar, Gmail)
- Problem Solving & Critical Thinking
- Time Management & Organization
- Strong Communication & Interpersonal Skills
- Multi-tasking & Attention to Detail

WORK EXPERIENCE

VIRTUAL ASSISTANT <i>Tasty Media Inc.</i>	Jan 2024 – Jan 2026
<ul style="list-style-type: none"> Managed calendars and scheduled appointments, meetings, and deadlines. Created and scheduled engaging content across social media platforms. Monitored social media performance and engagement. Organized digital files, content calendars, and marketing assets. Coordinated with team members to align content with brand goals and campaigns. Handled emails, messages, and inquiries in a timely and professional manner. 	
CUSTOMER SERVICE REPRESENTATIVE – HEALTHCARE ACCOUNT <i>Concentrix Corporation</i>	Mar 2021 – Jan 2024
<ul style="list-style-type: none"> Assisted members with medical coverage, benefits, eligibility, and claims status. Processed provider claims accurately and ensured compliance with policies. Scheduled appointments and coordinated with providers and members. Verified benefits and handled billing inquiries and payment arrangements. Handled inbound and outbound calls while maintaining high customer satisfaction. Updated and maintained patient/member information in multiple systems. Ensured confidentiality of patient data in accordance with HIPAA standards. Resolved issues through effective problem-solving and escalated when necessary. 	
CUSTOMER SERVICE REPRESENTATIVE – RETAIL ACCOUNT <i>Amazon Operations Services Phils. Inc.</i>	Dec 2017 – Dec 2019
<ul style="list-style-type: none"> Provided end-to-end support for shipping, delivery, and order-related concerns. Coordinated logistics to ensure timely dispatch and accurate delivery. Handled high-volume customer interactions via phone, chat, and email. Resolved issues related to delayed shipments, missing packages, and refunds. Processed returns, replacements, and reimbursements in accordance with policies. Tracked orders and investigated discrepancies using internal systems and tools. 	
FRONTLINE ASSOCIATE <i>Western Union (Vantage Financial Corp.)</i>	Dec 2013 – Nov 2017
<ul style="list-style-type: none"> Assisted customers with financial transactions and service inquiries. Processed transactions accurately using point-of-sale (POS) systems. Handled documentation, records, and daily reports. Assisted with returns, exchanges, and refunds in accordance with company policy. Worked effectively with coworkers and management to ensure excellent service. 	

AWARDS AND CERTIFICATES

- Registered Nurse
- Best Assistant Team Leader

REFERENCES

Anna Angeline Buen
Elite Medical Assistant
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