

# DINA L. ABADA

Cebu City, Philippines

☎ 09919197307

📄 Available Upon Request

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## PROFESSIONAL SUMMARY

Detail-oriented and reliable Virtual Assistant with extensive experience in administrative support, healthcare support, customer service, medical billing assistance, appointment scheduling, lead generation, invoicing, and client communication. Skilled in handling inbound and outbound calls, customer escalations, scheduling coordination, CRM tools, and remote administrative operations. Experienced in supporting healthcare facilities, patients, and clients while maintaining professionalism, accuracy, and HIPAA compliance.

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## CORE SKILLS

- Virtual Assistance
  - Administrative Support
  - Customer Service
  - Medical Billing Assistance
  - Healthcare Support
  - HIPAA Compliance
  - Appointment Scheduling
  - Calendar Management
  - Email Management
  - Invoicing & Estimates
  - Lead Generation
  - CRM Tools
  - Data Entry
  - Customer Escalation Handling
  - Chat & Email Support
  - Inbound & Outbound Calls
  - Appointment Setting
  - Client Follow-Up
  - Remote Team Support
  - Microsoft Office
  - Google Workspace
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# PROFESSIONAL EXPERIENCE

## MY FAVORITE HANDYMAN

### Administrative Support / Customer Service Assistant

*January 2025 – April 2026*

- Managed inbound customer inquiries and booking requests
  - Prepared and sent accurate estimates and invoices
  - Coordinated appointments and scheduling requests
  - Conducted outbound follow-ups with clients regarding schedules and estimates
  - Maintained customer communication and service updates
  - Assisted with administrative tasks and daily operations
  - Ensured customer satisfaction through timely support and coordination
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## MORTGAGE PROTECTION

### Lead Generation Specialist

*May 2024 – December 2024*

- Conducted outbound calls to prospective clients regarding mortgage insurance
  - Qualified leads and connected prospects with licensed underwriters
  - Maintained accurate customer information and follow-up records
  - Assisted in lead nurturing and customer communication
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## UPWORK

### Virtual Assistant / Lead Generation

*January 2024 – April 2024*

- Performed email marketing and lead generation tasks
  - Assisted businesses with online marketing and customer outreach
  - Supported administrative and communication-related tasks
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## **MAGIC**

### **Virtual Assistant / Administrative Support / Customer Service**

*March 2023 – January 2024*

- Managed inbound and outbound customer communications
- Handled appointment scheduling and follow-up tasks
- Prepared estimates and assisted with administrative support
- Coordinated customer bookings and service requests

### **Philippine Nurses Association of New Jersey (PNANJ)**

#### **Virtual Assistant**

- Coordinated meetings and appointments with healthcare professionals
  - Communicated with doctors, nurses, and healthcare facilities
  - Assisted with administrative and scheduling support
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## **VIRTUAL BRIDGE PH**

#### **Virtual Assistant**

*October 2022 – March 2023*

- Supported cold calling and appointment-setting campaigns
  - Managed customer communication and scheduling tasks
  - Assisted with lead generation and administrative support
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## **MAGIC**

### **Virtual Assistant / Lead Generation Specialist**

*June 2022 – February 2023*

- Performed cold calling, lead generation, and appointment setting
  - Assisted healthcare-related campaigns and customer outreach
  - Maintained organized records and customer follow-ups
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## **WIPRO**

### **Customer Service Associate / Medical Assistant**

*August 2021 – June 2022*

- Assisted patients and healthcare facilities with inquiries and support
  - Verified patient insurance benefits and eligibility
  - Assisted with billing and insurance-related concerns
  - Maintained HIPAA compliance and accurate documentation
  - Coordinated communication between patients and healthcare facilities
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## **HELLOTECH**

### **Customer Service Associate**

*February 2021 – July 2021*

- Assisted customers with service order concerns and technical scheduling
  - Coordinated technician assignments and appointments
  - Managed inbound customer support inquiries
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## **ASSENSIO**

### **Virtual Assistant**

*August 2020 – November 2020*

- Assisted clients with administrative and customer support tasks
  - Managed multiple client requests and communication channels
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## **CTC BPO INTERNATIONAL**

### **Technical Support Engineer**

*January 2020 – April 2020*

- Assisted hotel guests with internet connectivity troubleshooting
  - Resolved technical support concerns through phone assistance
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## **CACTUS CREDIT**

### **Repair Specialist**

*January 2018 – March 2019*

- Assisted customers with credit-related concerns and documentation
  - Maintained customer communication and follow-up support
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## **ePerformax BPO**

### **Customer Service Representative – eBay AU Mediation & Escalation**

*November 2016 – December 2017*

- Managed customer disputes through calls, chat, and email support
  - Assisted buyers and sellers with escalations and issue resolution
  - Provided professional customer service and mediation support
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## **ALORICA PHILIPPINES**

### **Technical Support / Customer Service Representative**

*February 2015 – October 2015*

- Assisted customers with troubleshooting and technical support
  - Coordinated technician dispatch for unresolved service concerns
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## **TELEPERFORMANCE**

### **Fraud Analyst / Customer Service Representative**

*March 2014 – August 2014*

- Assisted customers regarding fraudulent credit card activities
  - Performed customer verification and account security procedures
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## **EDUCATION**

University of Cebu  
BS Customs Administration (Undergraduate)  
2012 - 2013

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## **TRAINING**

Call Center Academy - NC II  
February 2011 - March 2011  
Cebu City, Philippines