

EDWIN DELACRUZ

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PROFESSIONAL SUMMARY

Dedicated Healthcare Customer Service Representative with proven experience in pharmacy liaison operations, provider outreach, and medication synchronization. Adept at navigating care workflows, coordinating prescription transfers, and ensuring strict compliance to support US healthcare clients.

CORE COMPETENCIES & SKILLS

- **Healthcare Administration:** Pharmacy Liaison Operations, Medication Synchronization, Healthcare Coordination, Outbound Provider Outreach, HIPAA Awareness & Compliance
- **Professional Skills:** High-Volume Call Handling, Administrative Research, Data Entry & Accuracy, Case Management, Customer Support, Microsoft Office, G-Suite

PROFESSIONAL EXPERIENCE

Healthcare Customer Service Representative | September 2024 – Present
Virtual Staffing Solutions

- Managed high-volume outbound phone calls and digital faxes to US-based healthcare providers and pharmacies to coordinate patient medication enrollments.
- Followed up consistently with doctor offices to secure missing prescriptions, clarify refill counts, and process medication synchronization requests.
- Communicated directly with patients regarding verbal consent requirements and appointment scheduling necessary to release prescription transfers.

Sales Associate | April 2024 – July 2024
Home Credit PH

- Evaluated applicant qualifications and verified sensitive data against strict institutional eligibility criteria.
- Utilized multiple secure internal software databases and applications to gather, cross-reference, and input customer profile information accurately.
- Acted as the primary point of contact for complex inquiries, resolving customer questions clearly and professionally.

Promo Merchandiser | October 2020 – February 2023
First Asia Cooperative

- Actively listened to client requirements to recommend appropriate service solutions and manage client objections effectively.
 - Consistently met or exceeded operational performance targets and Key Performance Indicators (KPIs).
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EDUCATION

Senior High School Diploma (STEM) | Grade 12
Ormoc City Senior High School