

Contact

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(LinkedIn)

Top Skills

Teaching English as a Second
Language

Medical Terminology

Certifications

AthenaOne

Supervisory

OSHA Certifications

TESOL Certificate

HIPAA Certificate

Shane Iglesia

HIPAA-Compliant Healthcare Professional | Medical Documentation
& Pain Management Specialist | Medical Billing | Client Relations
Expert

Philippines

Summary

At ArchPoint Pain Institute, I contribute to precise and comprehensive documentation of patient encounters, supporting pain management providers in delivering focused care. My role as a medical scribe emphasizes accuracy, compliance, and clear recordkeeping, ensuring proper coding and continuity of care. With a background in teaching English as a second language and medical necessity management, I bring strong communication and organizational skills to the healthcare field. My educational foundation in hotel, motel, and restaurant management reflects a commitment to service excellence and adaptability across diverse professional environments.

Experience

BruntWork

Medical Scribe at ArchPoint Pain Institute

April 2025 - Present (1 year 2 months)

As a medical scribe in pain management, I accurately document patient encounters in real time, ensuring detailed and precise medical records. I capture comprehensive histories of present illness, pain characteristics, functional limitations, physical examination findings, diagnostic results, and treatment plans, including medications and interventional procedures. I prioritize accuracy, compliance, and clear documentation to support medical necessity, proper coding, and continuity of care while allowing the provider to focus fully on patient treatment.

Outsource USA

Senior Virtual Assistant | Certificate of Medical Necessity Management

October 2021 - February 2025 (3 years 5 months)

Lead and supervise a team of medical necessity callers, providing guidance, support, and training to ensure efficient processing of retrieving cmns and adherence to industry best practices.

StartVirtual

Real Estate Virtual Assistant

June 2021 - December 2021 (7 months)

Lead generation: Researching and compiling lists of potential leads (e.g., homeowners, buyers, sellers).

Cold calling: Reaching out to leads via phone to introduce services, gather information, and set appointments for real estate agents.

Qualifying leads: Asking questions to determine the potential interest of leads and whether they fit the target market.

Setting appointments: Scheduling meetings or property viewings between clients and real estate agents.

Sun Life

Licensed Financial Advisor

February 2021 - December 2021 (11 months)

Metro Manila

Assessing clients' financial situations: Analyzing income, expenses, debts, assets, and liabilities.

Investment advice: Recommending and managing investment portfolios based on clients' risk tolerance and objectives.

Insurance planning: Recommending insurance policies to protect against risks, such as life, health, and disability insurance.

Acadsoc Ltd

English Second Language Teacher | TESOL holder

December 2020 - December 2021 (1 year 1 month)

Teaching English to non-native speakers: Delivering lessons that focus on speaking, listening, reading, and writing skills in English.

Providing grammar and vocabulary instruction: Teaching essential language concepts such as sentence structure, vocabulary, and pronunciation.

Assessing student progress: Monitoring students' language skills, providing feedback, and adjusting lessons based on their progress.

Encouraging student participation: Motivating students to practice speaking and engage in conversations to build confidence in using English.

VXI Global Solutions

Account Associate

September 2018 - April 2021 (2 years 8 months)

For Uber Transportation:

Customer support: Assisting passengers and drivers with inquiries related to rides, payments, and account issues.

Resolving complaints: Addressing issues such as trip cancellations, fare discrepancies, driver behavior, or delays.

Providing information: Offering details on Uber services, promotions, and how to use the platform effectively.

Troubleshooting technical issues: Helping customers resolve app glitches, login issues, or payment problems.

Processing refunds

Managing escalations

Safety concerns

For Telco Account

Customer support: Assisting with inquiries related to mobile plans, billing, service outages, and technical issues.

Troubleshooting services: Helping customers resolve connectivity issues or problems with mobile devices.

Handling complaints: Addressing service issues, billing disputes, or network coverage problems.

Sales and upgrades: Offering information on new plans, promotions, or upgrades to customers based on their needs.

Education

Assumption College of Davao

Bachelor's Degree, Hotel, Motel, and Restaurant Management