

# Kristel Angelica Megino

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## Professional Summary

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Result driven Operations and Business Development Manager with a background in entrepreneurship, financial management, and healthcare support. Experienced in managing day-to-day business operations, improving workflows, and driving revenue growth across product-based and service-based ventures.

Skilled in client coordination, administrative systems, and medical virtual assistance with working knowledge of HIPAA compliance and patient handling protocols. Adapt at balancing operational efficiency with customer experience, ensuring smooth execution from backend processes to client-facing interactions.

## Core Skills

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- Business Operations Management
- Process Improvement & Workflow Optimization
- Financial Tracking & Cash Flow Management
- Client & Patient Coordination
- Medical Virtual Assistance (Scheduling, Intake, Follow-ups)
- Customer Service & Communication
- Copywriting & Marketing Support
- Problem-Solving & Decision Making

## Professional Experience

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### Medical Virtual Assistant

Freelance/ Training-Based Experience (Remote)

March 2026 - Present

- Handled appointment scheduling, patient coordination and follow-ups.
- Managed administrative tasks such as data entry, email handling, and documentation.
- Applied HIPAA-compliant practices in handling patient information.

- Assisted in improving workflow systems for efficiency and organization.
- Provided professional communication support for client-facing interactions

### **Operations Manager/ Owner**

Aesthetic Clinic (Confidential) | Philippines

2024 - Present (Hybrid)

- Oversaw daily clinic operations including scheduling, client management, and service coordination
- Ensured smooth client experience from inquiry to post-treatment follow-up
- Managed administrative systems, records and financial tracking
- Supported marketing efforts and client acquisition strategies
- Maintained professional standards aligned with healthcare practices

### **Copywriter**

Freelance (Remote)

2023 - Present

- Created marketing content, product descriptions and promotional materials.
- Developed persuasive copy for social media and business campaigns.
- Assisted brands in improving messaging and customer engagement.
- Adapted tone and style based on target audience and brand identity.
- Created compelling content for digital and advertising campaigns to enhance brand awareness and audience engagement.

### **Business Owner**

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2019 - 2024

- Managed daily business and manufacturing operations.
- Oversaw product development, sourcing and quality control.
- Coordinated inventory, suppliers and production schedules.
- Implemented sales and marketing strategies.
- Led Budgeting, team management and business growth.

## **Education**

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**Bachelor of Science in Business Administration** Major in Financial Management

## **Certifications & Training**

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- Trained Medical Virtual Assistant
  - HIPAA Compliance Training Program
  - Certified Medical Aesthetician
  - Graduated Bachelor of Business Administration Major in Financial Management
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