



HELEN MAE PAHOWAY

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Customer Service Rep
- Medical Biller
- Data Entry
- Appointment Setting
- Office Software
- Chat GPT
- Travel Agent

TOOLS

- Monday.com
- Jotform
- Microsoft Office
- Microsoft Excel
- Sabre

PERSONAL PROFILE

As a **Customer Service Representative/Medical Biller**, I have accumulated 4 years of experience, where I have successfully managed a range of responsibilities. I possess strong technical skills and excel at troubleshooting and finding solutions. I am known for my enthusiasm and ability to perform effectively both independently and as part of a team.

WORK EXPERIENCE

FREELANCE VIRTUAL ASSISTANT

Medical Biller | 2023 - 2024

- Collect payment, submit bills, send appeals,
- Collect denial, call Patient Atty

CUSTOMER SERVICE REPRESENTATIVE

Teleperformance (Travel Consultant) 2021-2023

- Book flight, hotel, and car rental
- Make modification to itinerary
- Call airline, hotel and car rental for urgent matters

iQor | 2019 - 2021

- Explain data plan
- Process bill
- Troubleshoot the phone
- Explain Plan Coverage

EDUCATION HISTORY

Warner & Spencer University

- Senior High School Graduate 2019
- Technical Vocational
- NCII Holder (Contact Center Services)