



# VANESSA FRAN

VIRTUAL TEAMMATE



## SKILLS SUMMARY

- Email Management
- Appointment Setting
- Data Entry
- Customer Service
- Healthcare Insurance Knowledge
- Sales
- Back Office Support

## TOOLS

Microsoft Office  
Microsoft Excel  
Google Workspace  
Convoso  
Ready Mode  
Chase  
CRM  
Health Sherpa  
Inshura  
Brooker Engage  
Slack  
Zoom

## PERSONAL PROFILE

A dedicated professional with 3 years of experience in customer service, appointment setting, and back office support. Tech-savvy and detail-oriented, known for effective problem-solving and efficient data management. Enthusiastic and reliable, with strong skills in both team-based and independent roles.

## WORK EXPERIENCE

### BACK OFFICE SUPPORT

[Virtual Buddy 24/7](#) | 2023 - 2024

- Timely Update of Information timely
- Enrolling Plans
- Data Entry
- Active Cancellation Checking

### APPOINTMENT SETTER

[Elite Agency](#) | 2022 - 2023

- Schedule Appointments and confirm appointments
- Verify Client Information
- Manage Calendars
- Handle Inquiries and document Interactions

### CUSTOMER SERVICE REPRESENTATIVE

[Virtual Buddy 24/7](#) | 2021 - 2022

- Enrollment Assistance
- Eligibility Verification
- Documentation Handling
- Issue Resolution
- Policy Explanation

## EDUCATION HISTORY

[Dipolog Medical Center](#)

- Bachelor of Medical Technology, 2021
- Active in Red Cross Blood Letting Activities
- Member, Medtech Association of Dipolog
- Outstanding Medtech of the Year
- Best Intern of the Year
- Clinical Proficiency