



MARY GRACE AGBAY

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Project Management
- Appointment Setting
- Data Entry
- Internet Research
- Office Software
- Apps
- Graphic Design

TOOLS

eClinical Works
Outlook
Microsoft Office
Microsoft Excel
MS Teams

PERSONAL PROFILE

An **Virtual Medical Assistant** with 2 years experience in various tasks. A tech savvy and problem solver that you can rely on. Enthusiastic individual with superior skills in both team based and independent capacities.

WORK EXPERIENCE

VIRTUAL MEDICAL ASSISTANT

Medspecialized | 2022 - Present

- Provide excellent medical services to US based clients.
- Verifies insurance eligibility and sending out referrals to offices.
- Inbound and outbound calls

ASSOCIATE CUSTOMER- SUPPORT

TechMahindra | 2020 - 2022

- Ensures quality assurance of the team
- Prepared detailed end of the day reports
- Prioritize client's product based satisfaction.

EDUCATION HISTORY

University of Cebu- Banilad

- Bachelor of Science in Medical Technology
- Attendee, PASMETH Seminar Workshop
- Writer, Umalohokan
- Member, Soliloquy