



ANGELIQUE PRINCESS B. AZNAR

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Customer Support
- Appointment Setting
- Data Entry
- Team Lead
- Office Software
- Apps
- Records Management

TOOLS

- WebPT
- MDToolbox
- Prompt
- Microsoft Office
- Google Suite

PERSONAL PROFILE

Experienced healthcare admin and customer support with a strong background in patient care coordination and customer service. Skilled in managing patient records, scheduling appointments, and handling insurance claims using tools like WebPT, Prompt, and Google Suite. Demonstrated ability to provide exceptional administrative support, maintain accurate records, and ensure efficient operations in clinical settings.

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE AND LEAD AGENT

Twentyeight Health | June 2021 - December 2024

- Customer support for members who have questions about their subscriptions, cancelation and retention, set up appointments for audio/video consultations.
- MDToolbox, Google Suite, QuickBase, Acuity, AVO, Intercom

PATIENT CARE COORDINATOR

SnapScale - MEG Business | June - November 2024

- Scheduling, patient intake, collection of copays and coinsurance, confirmation calls.
- Checking patients in and out, faxing documents, calling PCPs and clinics.
- WebPT, Strata, Prompt, Bria, Google Suite

MEMBER SERVICES ADVOCATE

Highmark Blue Cross Blue Shield | November 2020-March 2022

- Phone support for members regarding general inquiries, claims questions, verification of benefits.
- Calling institutions for clarification on claims submitted
- Avaya, Microsoft Office

EDUCATION HISTORY

Cor Jesu College

- Bachelor of Science in Computer Science
- President, Association of Computer Studies Students