

Denise Lumba

CERTIFIED HEALTHCARE VIRTUAL ASSISTANT



Education

VISAYAS STATE UNIVERSITY, 2016

Bachelor IN Animal Science

Experience Work

Registration Kit Operator

June-December 2021 Philippine
Statistic Authority

Register everyone in the municipality for the
national I.D.

Census Area Supervisor

Sept.-Oct. 2020 Philippine Statistic
Authority

Conduct survey about the population of the Philippines.

Area Supervisor

January-March 2020

Conduct survey about the works and livelihood of the
Filipino's.

Other:

Customer Service Representative

CONVERGYS - Nov.2016-Jan. 2017

Azpired - Sept. 2018-Nov. 2018

Handling calls and assist customers with their
questions

Account developer

San Miguel Corps. BMEG

JUNE 2016- OCT. 2016

Visit backyard hog raisers and perform
swine castration, teeth clipping, tail docking,
and administer injections.

About Me

I am a qualified and a hardworking
professional with a high level of
experience and a real zest for sharing my
passion for all things customer service.

Skills

- LIVE SCRIBING
- EMAIL MANAGEMENT
- PHONE MANAGEMENT
- FAX MANAGEMENT
- APPOINTMENT
SCHEDULING
- COMMUNICATION SKILLS (VERBAL
AND WRITTEN)
- ACTIVE LISTENING SKILLS
- MULTI-TASKING
- LOGICAL AND ANALYTICAL SKILLS
- Adaptable and flexible

CERTIFICATES

- Hello Rache Healthcare virtual assistant
Certification
- HIPAA Certification
- Career Service exam (PROFESSIONAL)