



Misty Basañes

**CUSTOMER SUPPORT EXECUTIVE,
APPOINTMENT SETTER, MEDICAL
CODING/BILLING SPECIALIST AND
VIRTUAL ASSISTANT**



isteberreyv2@gmail.com



+639975369805



El Bote Ext Darangan
Binangonan Rizal

PROFESSIONAL SUMMARY

With ten years of proven experience as a customer support and virtual assistant, I am committed to delivering exemplary support to clients while capitalizing on my proficiency in virtual platforms and software. I am dedicated to fostering enduring client relationships and ensuring exceptional customer experiences. My objective is to employ my adept communication skills, technical acumen, and problem-solving prowess to optimize workflows, enhance efficiencies, and surpass client expectations.

INTEREST

Outdoor Activities: In my free time, I enjoy exploring the great outdoors through camping and going to the beach. I love the physical challenge and sense of adventure that comes with exploring new trails and scenic locations. I find the ocean to be a calming and rejuvenating environment, and these activities help me stay active, reduce stress, and connect with nature.

Movie Marathons: I am an avid movie buff and enjoy spending my weekends binge watching classic films and new releases. I have a particular interest in films that explore different cultures, perspectives, and human experiences. Watching movies helps me stay informed about current events, broaden my horizons, and appreciate the art of storytelling.

SKILLS

- Customer Support
- Billing and coding
- Appointment Scheduling
- Basic Graphic Design
- CRM Management
- Social Media Updating
- Online research
- Marketer
- Office Administration
- Order Placement
- Microsoft Office
- Copywriting
- Data Entry
- Basic Web Creation
- Social Media Management
- Email Marketing

EDUCATION

***Bachelor of Science: Business
Administration And Human Resources***

University Of Rizal System – Binangonan, Province
Of Rizal, Philippines
2010–2014

ADDITIONAL INFORMATION

ON THE JOB TRAINING

Human Resource Office Intern
Municipality of Binangonan
Binangonan Rizal
November–January 2014

Hotel and Restaurant Training Center
St. Clement Angono
Angono Rizal
June–September 2009



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WORK EXPERIENCE

General Virtual Assistant *RAGUES LAW LLC*

**NEW YORK (REMOTE) | APRIL 2024 –
JULY 2025**

- Managed calendar systems to track deadlines, events, and appointments for effective time management.
- Drafted and prepared legal documents by compiling and organizing case information.
- Assisted attorneys in trial preparation by organizing case files and drafting legal forms.
- Performed administrative duties, including document filing, meeting scheduling, and case tracking.
- Handled email communications and ensured timely correspondence.
- Provided case organization support and general administrative assistance to attorneys.

Appointment Setter *GABTECH LLC*

**ARIZONA (REMOTE) | JANUARY 2023 –
FEBRUARY 2025**

- Conducted outbound calls to prospective students and parents to promote educational programs.
- Qualified leads and gathered relevant information for follow-up.
- Tracked and updated customer interactions in the CRM system to maintain accurate records.

General Virtual Assistant *VEGA BLAST, LLC*

**NWAIKOLOA, HAWAII (REMOTE) |
JANUARY 2024 – DECEMBER 2025**

- Managed team tasks using Trello and ensured smooth workflow.
- Monitored and organized emails, prioritizing messages for management.

- Uploaded files to Google Suite and SharePoint for team collaboration.
- Conducted research and collected industry data for reporting.
- Developed content strategies and created engaging social media content.
- Increased online engagement through tailored content creation.
- Performed basic bookkeeping and data entry.
- Managed social media accounts, scheduled posts, and wrote post copy.
- Handled calls and managed email communications efficiently.

Customer Support Executive *VOIP OFFICE*

**TROY, MICHIGAN (REMOTE) | APRIL
2023 – APRIL 2024**

- Assisted in creating training materials to improve onboarding for new hires.
- Analyzed customer feedback trends to identify potential issues and enhance user experience.
- Delivered personalized customer support to meet individual client needs.
- Consistently met and exceeded individual and departmental goals.
- Collaborated with the team on process improvement initiatives.
- Supported business development by coordinating with field operations.
- Provided customers with timely updates and service information.
- Helped implement a new ticketing system, reducing wait times and increasing satisfaction.
- Created performance dashboards to track key metrics.



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WORK EXPERIENCE

General Virtual Assistant (Part-Time)
PACIFIC ISLAND ADVERTISING
**LIHUE, HAWAII (REMOTE) | MARCH 2023
– OCTOBER 2023**

- Assisted in content creation for blogs, newsletters, and presentations.
- Managed social media accounts to boost brand visibility and engagement.
- Conducted research to support team projects and client needs.
- Maintained organized calendars for deadlines and appointments.
- Generated analytics reports to evaluate marketing campaign performance.
- Managed CRM input, exports, and data cleanup.

Email Marketing Specialist/Data Entry
CAPITAL REGION HOME INSPECTION ASSOCIATES
**MELROSE, NEW YORK (REMOTE) |
MARCH 2023 – SEPTEMBER 2023**

- Created persuasive marketing and advertising copy.
- Researched new markets and identified growth opportunities.
- Performed accurate and efficient data entry tasks.
- Organized and verified data against original records.

Content Moderator
TASKUS
**ANTIPOLO CITY, RIZAL, PHILIPPINES
(REMOTE) | JULY 2022 – JANUARY 2023**

- Collaborated with a team to ensure consistent and accurate data labeling.
- Enhanced data accuracy through detailed annotation and verification.
- Supported AI development by performing precise data annotation tasks.

Medical Coding and Billing Specialist
HINDUJA GLOBAL SOLUTIONS (HGS)
**PASIG, METRO MANILA, PHILIPPINES
(REMOTE) | FEBRUARY 2020 – AUGUST
2021**

- Provided professional assistance to patients regarding insurance and billing concerns.
- Applied ICD-10-CM, CPT, and HCPCS codes accurately for medical coding tasks.
- Maintained compliance with HIPAA regulations.
- Collaborated with healthcare providers for proper documentation.
- Addressed claim denials and implemented corrective actions.

Virtual Assistant
FREELANCING
**PASIG, METRO MANILA, PHILIPPINES
(REMOTE) | FEBRUARY 2020 – AUGUST
2021**

- Provided professional assistance to patients regarding insurance and billing concerns.
- Applied ICD-10-CM, CPT, and HCPCS codes accurately for medical coding tasks.
- Maintained compliance with HIPAA regulations.
- Collaborated with healthcare providers for proper documentation.
- Addressed claim denials and implemented corrective actions.



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WORK EXPERIENCE

Customer Service Representative
THE RESULTS COMPANIES
PASIG, METRO MANILA, PHILIPPINES |
CORPORATE | AUGUST 2016 – APRIL 2019

- Built rapport with customers, increasing retention and satisfaction rates.
- Assisted customers with website navigation and order placement.
- Addressed concerns promptly and provided accurate solutions.
- Handled high call volumes with minimal wait times.
- Updated customer records and maintained accurate account data.
- Resolved complaints with empathy, fostering customer loyalty.
- Processed service orders and educated customers on company policies.

Cold Caller
DREAM TECHNO SOLUTION
QUEZON CITY, METRO MANILA,
PHILIPPINES | CORPORATE | MARCH 2016 – AUGUST 2016

- Exceeded monthly sales targets by identifying customer needs.
- Increased lead conversions through timely follow-ups.
- Built strong rapport with prospects for successful closing rates.
- Met daily call quotas through effective time management.

Data Encoder/Receiving Clerk
PUREGOLD PRICE CLUB
BINANGONAN, RIZAL, PHILIPPINES |
CORPORATE | MARCH 2015 – DECEMBER 2015

- Accurately encoded and verified data while maintaining confidentiality.

- Performed daily data backups to secure records.
- Reduced errors through quality checks and validation processes.
- Supported team members by sharing best practices for data accuracy.

Promotional Brand Ambassador
DEMO POWER PHILIPPINESPASIG,
QUEZON CITY, METRO MANILA,
PHILIPPINES | CORPORATE | NOVEMBER 2014 – MARCH 2015

- Increased consumer interest through interactive product demonstrations.
- Generated leads and supported sales teams with product promotions.
- Delivered clear product information to educate consumers.
- Collaborated with sales teams to boost brand awareness.

Cashier/Administrative Assistant
PC REPUBLIC - SURF AND SHINE
TAYTAY, RIZAL, PHILIPPINES | APRIL 2014 – OCTOBER 2014

- Processed transactions and maintained a balanced cash drawer.
- Resolved customer concerns, improving satisfaction and loyalty.
- Trained new employees on cashier procedures.
- Assisted with administrative tasks and customer inquiries.