

Izza Camille Jo Canlas

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Professional Summary

Experienced customer service and technical support professional with a strong background in healthcare. I have experience handling patient calls, appointment scheduling, and providing administrative support in a fast-paced healthcare environment. I'm also familiar with using healthcare systems and tools to update patient information, assist with concerns, and support daily clinic operations. I developed strong communication skills, attention to detail, multitasking, and the ability to work independently while ensuring tasks are completed accurately and efficiently. I am reliable, proactive, and committed to providing excellent patient support in every interaction.

SKILLS

Technical Skills:

- **Healthcare Software:** *Brightree, Salesforce CRM, Resmed, Philips, Doxy.me, ZAC, Genesys, Argus, Rx Nova, Cliniko, Splose, Zoom, Elevate*

- Administrative Tools:

Google Suite (Docs, Sheets, Drive)

Professional Skills:

- **Customer Service:** *Handling inquiries, technical support, patient compliance*

- Administrative Support:

Scheduling, email management, faxes

- Healthcare Support:

CPAP machine assistance, prescription refills

Soft Skills:

- **Communication:** *Strong verbal and written skills*

- **Teamwork:** *Collaborative team player*

- Time Management:

Efficient multitasking

- Problem-Solving:

Quick issue resolution

- Empathy and Patience:

Supportive customer interactions

- Adaptability:

Fast learner, adaptable to new tools.

- Independence:

Can work independently

Personal Attributes:

- *Ability to work under pressure*

- *Attention to detail*

Employment History

Bruntwork- Medical Receptionist

Makati, PH

06/2024- 06/2026

Account: The Beute Clinic

- The Beute Clinic is a UK-based podiatry group specializing in wound care, biomechanics, nail surgery, and foot disorders, delivering expert care since 2017.

Duties and Responsibilities

- Served as the initial point of contact for patients, managing calls and emails with professionalism and empathy.
- Utilized Cliniko to efficiently schedule and manage patient appointments, ensuring optimal clinic flow.
- Maintained accurate and confidential patient records, contributing to high-quality, continuous care.
- Provided comprehensive information about clinic services, addressing patient inquiries with knowledge and empathy.
- Collaborated closely with the clinic team, facilitating smooth daily operations through effective communication.
- Handled sensitive patient information with the utmost discretion and confidentiality.
- Assisted in various administrative tasks to support the clinic's mission of providing exceptional healthcare.
- Adapted to changing priorities and managed multiple responsibilities in a fast-paced medical environment.

Microsourcing Ph- Coaching Admin

Pasig City PH

07/2023 - 04-2024

Account: BetterNight/ Sleep Data Services

- BetterNight is a leader in virtual sleep care, offering comprehensive solutions like home sleep testing, telemedicine, and remote patient monitoring.

Duties and Responsibilities

- Troubleshooted issues related to patient equipment or therapy according to policy and procedures.
- Reviewed patient files, both electronic and hard copy, for accuracy and compliance with BetterNight policy and procedures.
- Executed Coaching Team mask refit sales orders and submits for reimbursement through manufacturer portals.
- Answered all patient-related emails or texts and gauges needs to initiate appropriate action, according to established policy and procedures. Emails/Faxes compliance reports, notes to MD offices.
- Performed initial outbound calls to patients as a representative for the Coaching team.
- Downloaded usage and therapy data from PAP devices, per BetterNight policy and procedures.
- Acted as a resource (identify problems and provide solutions, implementing procedures, as needed) for all respiratory, OAT, and other HME equipment
- Maintained patient charts and information orderly, confidential, current and HIPAA compliant at all times.
- Covered, Sleep Care Specialist III, queues during coaching meetings. Escalate issues to the appropriate party, according to policy.

Everise C3-Customer Service Representative

Taguig City, Ph

10/2021-05/2023

Account: Humana Pharmacy

- Center well Pharmacy, formerly Humana Pharmacy, provides mail-order prescription services, prioritizing safety, accuracy and customer care.

Duties and Responsibilities

- Answered inbound calls helping members refill their prescriptions, informing them what medications need to be refilled.
- Placed orders over-the -counter items
- Faxed MDs regarding patient concerns and prescription requests.
- Was responsible for keeping all patient chart information updated, confidential, and HIPAA compliant at all times.
- Sent diabetic supplies as part of Humana members' patient benefits.

Results CX-Technical Support

Pasig City PH

03/2020-10/2021

Account: Comcast Advance Repair Tier 1 & 2

Comcast is a leading telecommunications company providing cable TV, internet and phone services across the US. The advanced Repair team specializes in troubleshooting technical issues related to WIFI connectivity, cable TV signals, Xfinity remote pairing and VoIP phone

Duties and Responsibilities

- Answered inbound calls, provided technical support for Comcast customers, troubleshooting internet, TV, and phone service issues.
- Troubleshooted WIFI connectivity problems, assisted with Xfinity remote pairing, and escalated complex issues to higher-tier support.
- Assisted customers in resolving billing-related inquiries and upsold service packages when applicable.
- Scheduled technician visits for unresolved service issues while ensuring customer satisfaction.
- Documented troubleshooting steps and customer interactions in the company's CRM system.
- Escalated complex issues to Tier 3 support in accordance with company policies and procedures.

Education

- Our Lady of Fatima University, Antipolo, 2015 (Bachelor of Science in Travel Management)
- World Citi Colleges, Quezon City, 2012 (Bachelor of Science in Tourism Management)
- Parang High School, Marikina City (Secondary), 2012
- Saint Mary's Elementary School, Marikina City, 2008

References

- Joanna Fernandez, TDCX Team Leader- 0928 554 0410
 - John Michael Rico, TDCX RTA Leader- 0962 974 2719
 - Jyson Delfin, Satellite Office Senior Web Developer-0929 367 2951
 - Ruel Mensorado, Microsourcing Team Leader- 0915 306 5766
 - Kathlene Araña, Results CX Former Colleague- 0921 289 4337
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