

## ★ MEDICAL VIRTUAL ASSISTANT, 25 000 ГРН.

⌚ 8 жовтня 2024 ⚽ Місто: [Київ](#)

Вік: 30 років

Режим роботи: повний робочий день, позмінна робота, віддалена робота

Категорії: Медицина, фармацевтика, Робота за кордоном, Інші пропозиції

✓ Перебуваю в шлюбі

### Досвід роботи

#### [Administrative Virtual Assistant](#)

Назву компанії приховано (Medical), Remote

03.2024 – По теперішній час (1 рік 11 місяців)

Обов'язки:

- Customer relationship management.
- Online patient booking and appointment reminder.
- Managing patient records and ensuring it is kept up-to-date with medical results at all times using Electronic Medical Records.
- Liaising with the onsite Customer Care Representatives to develop onboarding materials based on frequently asked questions and improving the efficiency by 30%.

#### [Sales Representative](#)

Elhanan ventures limited |Remote (sales), remote

07.2023 – 10.2023 (3 місяці)

Обов'язки:

Building and maintaining relationships with customers.

- Providing excellent customer service and addressing customer inquiries or concerns
- Conducting pre-sales engagement over the phone
- Collated and updated clients information.

#### [Quality Assurance Officer,|Remote](#)

Integrated Healthcare limited (Quality Assurance), Remote

07.2023 – 10.2023 (3 місяці)

Обов'язки:

Led the quality assurance initiatives to ensure that products and services met stringent quality standards within the company.

- Implemented and oversaw comprehensive quality control processes, ensuring the consistent delivery of high-quality products and services.
- Played a pivotal role in establishing and maintaining quality benchmarks, contributing to the enhancement of overall product and service excellence.
- Executed rigorous quality assessments to uphold the company's commitment to meeting and exceeding industry standards for product and service quality

#### [Digital Telemarketer](#)

Teezzor consulting |Remote (Information technology), Remote

09.2022 – 03.2023 (5 місяців)

Обов'язки:

- Conducted periodic market research and user surveys to identify customer needs.
- Prepared thoroughly detailed reports based on market findings, insights, and gave recommendations based on findings.
- Managed inventory and ensured it was kept up-to-date at all times using Microsoft Excel.
- Systematic arrangement of items at warehouse and ensured all items were stored in good condition for delivery.
- Managed dissatisfied customers by using problem management skills to address issues before escalating to senior management for urgent resolution.
- Reviewed data for errors and made necessary corrections

## Освіта

### [Afe Babalola University, Ado-Ekiti](#)

Спеціальність: Medicine and surgery

повна вища, 09.2013 – 10.2020 (7 років )

## Додаткова освіта

- ICD 10 & 11 MEDICAL CODING AND BILLING INSTRUCTORS VISION TRAINING SYSTEMS TECHNOLOGY INSTITUTE ONLINE DBA 2024.
- RESEARCH ETHICS BASED ON THE TRI-COUNCIL POLICY STATEMENT: ETHICAL CONDUCT FOR RESEARCH INVOLVING HUMANS (TCPS 2: CORE 2022)
- VIRTUAL ASSISTANT TRAINING, A COMPLETE GUIDE: WORK FROM HOME. UDEMY, 2024.
- INFECTION PREVENTION AND CONTROL (IPC) CORE COMPONENTS AND MULTIMODAL STRATEGIES-WHO HEALTH EMERGENCIES PROGRAMME 2020.
- CT MANAGEMENT IN GLOBAL HEALTH, UNIVERSITY OF WASHINGTON, DEPARTMENT OF GLOBALHEALTH ELEARNING PROGRAM. AUGUST 2023 TO OCTOBER 2023

## Знання мов

Англійська - Високий рівень (вільно)

Додатково: English language fluent

## Додаткова інформація

Знання комп'ютера, програм: I am proficient in using Microsoft Office (Word, Excel, PowerPoint) and Google Suite for document creation, data analysis, and presentations. I also have experience with project management tools like Trello and Asana, as well as CRM software. Additionally, I adapt quickly to new software and technology.

Особисті якості, хобі, захоплення, навички: I am organized, adaptable, and enjoy helping others. I have strong communication skills and work well in teams. In my free time, I enjoy reading, learning new things, and staying active. I'm also interested in technology and personal development. I love traveling and exploring new cultures.

Мета пошуку роботи, побажання до місця роботи: I am looking for a job where I can use my skills to help others and grow professionally. I want a positive work environment that values teamwork, communication, and personal development. I hope to find a role with opportunities to learn and make a meaning