





CHRISTIAN JOSEPH TAYO

 Cainta Rizal, Philippines
 09613170922 |  Cjtayo2@gmail.com
 <https://www.linkedin.com/in/christiantayo/>

PROFESSIONAL SUMMARY

Dedicated and detail-oriented Virtual Assistant specializing in healthcare and dental insurance processes, with over 4 years of experience in claims management, administrative support, and customer relations. Demonstrates expertise in optimizing billing workflows, ensuring compliance with healthcare regulations, and delivering exceptional support to providers and patients. Known for strong analytical skills, problem-solving abilities, and a proactive approach to achieving operational excellence.

WORK EXPERIENCE

Virtual Assistant – Dental

Remote

2024 – Present

- Conduct dental insurance verifications with a 96% accuracy rate, ensuring timely and precise processing of patient claims.
- Establish clear communication channels with insurance providers to confirm eligibility, coverage limits, and exclusions.
- Utilize advanced dental billing software to manage financial operations, generate monthly reports, and update patient records.

Healthcare Executive – Omega Healthcare (Next Gen)

Pasig City, Philippines

2021 – 2024

- Processed over 700 electronic claims monthly, achieving a 98% acceptance rate on first submissions.
- Monitored claim status through Electronic Data Interchange (EDI) portals, ensuring compliance with payer requirements.
- Collaborated with healthcare providers and insurance companies to resolve disputes and recover denied claims efficiently.
- Acted as a liaison between providers and payers for efficient claim resolution.

Appointment Setter – Cognizant (ACPNY)

Taguig City, Philippines

2019 – 2020

- Assisted over 60 patients daily with scheduling medical and dental appointments, ensuring high levels of satisfaction.
 - Verified and updated insurance information to prevent scheduling conflicts and streamline patient experiences.
 - Coordinated with medical teams to manage cancellations, reschedule appointments, and optimize clinic operations.
 - Supported administrative functions, including medication refill processing, and directing patients to appropriate facilities.
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SKILLS**Technical Skills:**

- Dental and Healthcare Billing Software (e.g., Open Dental, NextGen, Sales Force)
- Claims Management and EDI Systems
- Insurance Verification Processes

Soft Skills:

- Effective Communication and Interpersonal Skills
- Problem-Solving and Critical Thinking
- Time Management and Multitasking

Core Competencies:

- Patient Scheduling and Coordination
 - Customer Service Excellence
 - Attention to Detail and Organizational Skills
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EDUCATION**Polytechnic University of the Philippines**

Bachelor of Banking and Finance (Undergraduate)

2014 – 2017