



Cristyn Ivy Pura Macatulad

Medical Virtual Receptionist | General Virtual Receptionist

- ✓ Medical Assistance
- ✓ Executive Virtual Assistant

- ✓ Data Entry Specialist
- ✓ E-commerce Support Specialist

"Your Virtual Productivity Partner"



PROFILE

I am a dedicated Medical Virtual Receptionist with a strong background in healthcare administration, front office operations, and patient support. With years of experience as an Administrative Assistant and Medical and Dental Front Desk Receptionist, I specialize in scheduling appointments, verifying insurance (HMO), managing patient inquiries via phone and email, and ensuring accurate data entry and record-keeping.

I excel in delivering excellent customer service, maintaining organized workflows, and handling multiple tasks efficiently in fast-paced environments. Proficient in CRM systems, EHR platforms, and other administrative tools, I streamline processes to enhance productivity and improve patient experiences. Adaptable and committed to continuous learning, I take pride in providing reliable and professional virtual support that contributes to the seamless operation of healthcare practices.



WORK EXPERIENCE | Full -time



April 2023- April 2024
Clinic Receptionist
KINDRED HEALTH CLINIC

Kindred Health Clinic is a premier healthcare provider delivering exceptional, personalized care. Our expert team utilizes state-of-the-art facilities to offer comprehensive medical services, fostering wellness, healing and tailored health solutions.

Expertly managed front-desk operations, ensuring seamless patient experiences and efficient clinic workflow. Enhanced patient satisfaction through warm and professional greetings, timely assistance and empathetic support. Fostered strong relationships with healthcare professionals, providing exceptional administrative support.

- Managed patient intake, scheduling and coordination
- Assisted nurses and doctors with administrative tasks
- Handled billing, insurance verification and payment processing
- Maintained accurate patient records and confidentiality
- Coordinated referrals, follow-up appointments and lab results
- Managed inventory, expenses and budgeting
- Provided exceptional customer service



June 2022 -February 2023
Customer Service Associate II
FIS GLOBAL SOLUTIONS PHIL.

FIS Global Solutions PHIL: Empowering businesses through innovative financial technology solutions, cutting-edge software and exceptional service.

Delivered exceptional customer experiences, resolving inquiries efficiently and professionally.

Demonstrated exemplary communication skills, driving customer satisfaction and team success.

"Efficiency Unleashed: Your Virtual Productivity Partner"

Cristyn Ivy Pura Macatulad | cristynivypura@gmail.com | (+63) 929-711-1701 | Cavite City, Philippines

- Handled inbound calls: financial inquiries, tax refunds, direct deposits, disputes
- Activated prepaid cards, addressed account concerns, resolved complaints
- Provided product information, processed orders/returns accurately
- Managed escalated issues, ensured customer retention - Collaborated cross-functionally, improved processes
- Conducted follow-up calls/emails, ensured satisfaction
- Maintained CRM records, participated in training sessions
- Supported team members, met/exceeded performance metrics
- Contributed to policy development, quality assurance, onboarding/training



October 2020- May 2022
Front desk Receptionist
SCOUT STAFF INC.

Scout Staff Inc. is a premier staffing agency delivering personalized recruitment solutions with excellence, integrity and innovative approach.

Delivered exceptional customer service, administrative expertise and logistical support, fostering a positive work environment.

- Welcomed visitors, managed reception area
- Answered/directed incoming calls
- Scheduled appointments, managed calendars
- Coordinated conference rooms, travel arrangements
- Managed mail, supplies, filing, data entry
- Supported company events, meetings, onboarding
- Maintained employee/visitor records, confidentiality
- Liaised with building management, vendors
- Collaborated on special projects, HR initiatives



October 2019 - March 2020
Customer Service Representative
CONCENTRIX

As a Customer Service Agent at Concentrix, supporting the Amazon Retail Account, I take pride in delivering outstanding service through inbound call support. My role is to assist customers with their inquiries, provide practical solutions, and ensure a smooth and satisfying shopping experience. Whether it's checking order statuses, processing refunds or replacements, or resolving account concerns, I'm committed to making every interaction helpful and positive.



September 2017 - September 2019
Dental Assistant
DENTAL CLINIC DR. DEBORAH M. RAMOS

Dental Clinic Dr. Deborah M. Ramos provides comprehensive dental services, tailored treatment plans and exceptional patient care, ensuring optimal oral health and satisfaction.

Provided exceptional patient care, administrative support and clinical assistance, ensuring seamless clinic operations and outstanding dental services.

- Patient Care: Addressed concerns, provided comfort and educated on oral hygiene/post-treatment care.
- Administrative Tasks: Managed schedules, paperwork, records and billing inquiries.
- Clinical Support: Assisted dentists during procedures, sterilized instruments/equipment.
- Communication: Responded to patient queries, conducted follow-up calls.
- Operations: Coordinated insurance verification, managed inventory/supplies.
- Marketing: Implemented strategies to promote clinic services.
- Compliance: Maintained confidentiality



April 2015 - June 2016
Telemarketer
ASTORIA HOTEL (PASIG)

Astoria Hotel Pasig is a luxurious retreat in the heart of Pasig City, offering sleek accommodations, world-class amenities and exceptional service.

As a Telemarketer at Astoria Hotel (Pasig), I played a crucial role in promoting the hotel's services and driving revenue through effective telemarketing campaigns. My persuasive communication skills and proactive approach were instrumental in engaging potential customers and increasing sales opportunities

- Promoted hotel services via outbound calls
- Presented compelling sales pitches
- Qualified leads through questioning and active listening
- Followed up on marketing-generated leads
- Managed lead database and customer interaction records
- Provided excellent customer service
- Collaborated with sales team
- Analyzed sales performance metrics
- Assisted in telemarketing strategy development
- Provided competitor insights
- Coordinated cross-departmental efforts



April 2010- July 2013
Administrative Assistant
MEGACIRCLE INC.

Megacircle Inc. delivers innovative tech solutions, crafting cutting-edge software and digital services. With creativity and passion, it drives excellence, reshaping the industry and advancing the future. Provided exceptional administrative support, ensuring seamless office operations, professionalism and efficiency.

- Managed paperwork/documentation
- Handled incoming/outgoing calls
- Conducted telemarketing/follow-ups
- Coordinated meetings/appointments
- Prepared/distributed communications/reports
- Managed office supplies/inventory
- Organized filing systems (electronic/physical)
- Provided HR/recruitment support
- Maintained confidentiality/discretion
- Facilitated communication/collaboration
- Assisted training/onboarding
- Implemented office policies/procedures



April 2006 - April 2007
Tele- Cashier
YELLOW CAB PIZZA

- Managed customer orders via phone and in-person with accuracy and efficiency.
- Operated POS systems to process payments, maintain records, and resolve billing concerns.
- Delivered excellent customer service by addressing inquiries and suggesting menu items.
- Handled cash, card, and digital payments, ensuring accurate transactions.
- Maintained cleanliness by bussing and sanitizing tables, ensuring a welcoming environment.



SOFT SKILLS

Active listening	Confidence
Adaptability	Conflict management
Attention to detail	Consensus-building
Collaboration	Delegation skills
Communication skills	Empowerment
Conflict resolution	Goal-setting abilities
Creativity	Open-mindedness
Critical thinking	Patience
Cultural awareness	Persuasion skills
Customer service skills	Positive attitude
Decision-making skills	Presentation skills
Emotional intelligence	Problem-solving abilities
Empathy	Professionalism
Flexibility	Resilience
Initiative	Risk-taking
Integrity	Self-motivation
Interpersonal skills	Stress management
Leadership skills	Teamwork
Negotiation skills	Time management
Networking skills	



HARD SKILLS

Google Work Spaces	Spreadsheets
Graphic Design Skills	Social media management tools
English Language	Search Engine Optimization
Email Management	Product Researching
E-Commerce Management	Product listing and optimization
Documentation and control	Presentations/Slideshow
Database Management	Performance management
Data Entry/Data Migration	Online Meeting Management
Customer Service Management	MS Office Proficiency
Customer Relations Management	Market Research Skills
Communication Tools	Google Productivity Suite
Calendar Management	Administrative Skills
Basic writing	



TRAININGS AND SEMINARS ATTENDED

Amazon Store Management.....	2024
Shopify Store Management.....	2024
Basic Canva Graphic Design Training	2023
FB Business Ads and Suite Management	2023
Customer Service Training.....	2022
Zoom, Googlemeet and MS Teams Training.....	2022
Google Workspace Training.....	2022
Basic Photoshop Graphic Design Training.....	2022
Email Marketing Training.....	2022
Facebook Ads Marketing.....	2022
Facebook Business Management.....	2022
General Virtual Assistant Training.....	2022
Lead Generation.....	2021
Amazon Product Research.....	2021
Real Estate Virtual Assistant Training	2021
Seminar on Organizing and Planning.....	2021
Social Media Management Training.....	2021
Web Development.....	2021
Youtube Marketing	2021
Shopify 101.....	2021
Google Workspaces.....	2021
MS Office Application.....	2021



EDUCATIONAL BACKGROUND



**Pamantasan ng
Lungsod ng Valenzuela**

**Bachelor of Science in Secondary
Education Major in Science**



Mobile

(+63) 929-711-1701



WhatsApp

(+63) 929-711-1701



Skype

live:.cid.7f861d57575f8d3d



Email

cristynivypura@gmail.com



LinkedIn

<https://www.linkedin.com/in/cristyn-ivy-pura-3732a470>



Online jobs.ph

<https://www.onlinejobs.ph/jobseekers/info/2334509>



Upwork

civymacatulad