

# DIANA KELLY B. DELA CRUZ

Appointment Setter | Professional Communicator | Tech-Savvy | Results-Driven



Brgy, Nama Pozorrubio, Pangasinan, PH



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I'm a dedicated and detail-oriented Virtual Assistant with expertise in administrative support, calendar management, and customer service, committed to helping businesses streamline operations and increase productivity by handling tasks with efficiency and precision.

## WORK EXPERIENCE

Appointment Setter/BDC Agent | Auto Boutique Texas

**March 2024 - September 2025**

- Provided exceptional customer service, managing inbound and outbound calls
- Sent emails and texts to customers, scheduling high-quality appointments
- Excelled in lead follow-ups and CRM management
- Ensured seamless communication between clients and sales teams
- Drove business growth through effective customer engagement

Appointment Setter | South Florida Eye Health

**December 2023 - January 2025**

- Communicated directly with patients regarding test results, appointments, and other medical inquiries
- Managed daily operations of a busy healthcare office
- Organized medical records, ensuring proper documentation and compliance with privacy laws

Internship | Luzon Medical Center

**August 2022 – Feb 2024**

- Assisted in patient assessments
- Supported care plans
- Educated patients
- Observed various hospital departments
- Maintained patient records

## EDUCATION

Bachelor of Science in Nursing & Midwifery

University of Luzon - Dagupan City | 2020 - 2024

Senior High School

Benigno V. Aldana National High School | 2020 - 2021

Junior High School

St. Philomenas Academy | 2015 - 2019

## SKILLS

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- Phone Communication
- File Management
- Word Processing
- Email Communication
- File Maintenance
- Data Entry
- Virtual Assistance
- Healthcare Management
- Scheduling
- Form Completion

## PORTFOLIO LINK

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**Website:** <https://klly-amber.vercel.app/>

## CHARACTER REFERENCE

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**Mary Cases**  
Medical Virtual Assistant  
(General)  
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**Melvin Esmaya**  
Business Development Center  
(Team Leader)  
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**Mark John Guillermo**  
Multi Media Artist  
(Creative Director)  
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