



# DANICA M

## VIRTUAL TEAMMATE



### SKILLS SUMMARY

- Healthcare Admin Assistant
- Appointment Setting
- Operations Assistant
- Organizational Skills
- Project Management
- Time Management
- Problem-solving

### TOOLS

Practice Better  
Clickup  
Canva  
Squarespace  
Webmail/Outlook/Gmail/  
Hushmail  
  
Google Voice  
Close  
Go High Level  
Adobe Echosign  
Google Drive/Sheet/Excel

### PERSONAL PROFILE

A competent and reliable **Virtual Assistant** with expertise in administrative tasks and patient engagement. Demonstrated the ability to manage multiple projects to produce results that exceed expectations. And with superior skills in working in both team-based and independent capacity.

### WORK EXPERIENCE

#### ADMINISTRATIVE ASSISTANT

[Doc Brown Clinic](#) | 2022 - 2024

- Answering e-mails, scheduling appointments, and calling clients
- Supporting team by performing tasks related to organization

#### VIRTUAL ASSISTANT/APPOINTMENT SETTER

[Upscale](#) | 2023

- Take inbound and outbound calls using CRM for Life coaches clients in the USA

#### CLIENT SOLUTION OFFICER

[Citi Business Process Solutions](#) | 2016 - 2021

- Ensures customer inquiries are answered in an efficient manner and maintaining compliance with departmental standards

#### COLLECTIONS SPECIALIST

[JPMorgan Chase & Co.](#) | 2014 - 2016

- Contacts clients by phone or email to assess individual/s circumstance/s and negotiating payment arrangement/s

#### SUBJECT MATTER EXPERT - SPECIALIST

[Aegis People Support Philippines, Inc.](#) | 2009 - 2013

- Supervisory experience on broad areas of travel and hospitality especially with pricing, availability, and booking

### EDUCATION HISTORY

[Our Lady Of Fatima - Valenzuela](#)

- Bachelor of Science in Nursing, 2009
- Registered Nurse, 2009