

Ivy Capangpangan

Portfolio: <https://ivycapangpangan.netlify.app/>



+63 939 989 8611 | capangpanganivy1991@gmail.com | Iloilo, Philippines

Summary

Dedicated and client-focused professional with over 6 years of experience in customer service, delivering exceptional support, resolving complex inquiries, and maintaining high levels of customer satisfaction. Equipped with comprehensive training as a Medical Virtual Assistant, including patient scheduling, medical billing and coding fundamentals, electronic health records (EHR) management, insurance verification, and HIPAA compliance. Highly organized, detail-oriented, and skilled in communication, multitasking, and administrative support within fast-paced healthcare and service environments. Committed to providing efficient, accurate, and compassionate support to both clients and healthcare professionals.

Experience

Customer Service Representative Various

'BPO Companies | 2015 – 2021

- Handled inbound and outbound calls, providing quality assistance to customers across diverse industries
- Resolved billing, technical, and account-related inquiries efficiently and professionally
- Maintained high performance in customer satisfaction
- Collaborated with team members to achieve performance targets and enhance service delivery

Core Skills

- EMR/EHR System (Athenahealth, Kareo, DrChrono)
- Appointment Setting & Calendar Management
- Medical Billing & Insurance Pre-authorization
- Patient Charting & Transcription
- HIPAA Compliance
- Customer Service & Patient Engagement
- Clinical Documentation & Intake Forms
- Microsoft Office, Google Workplace, Zoom, Slack
- Strong Attention to Detail
- Time Management and Organized Skills
- Empathy and Patient-Centered Approach
- Critical thinking and Problem Solving

Education

Bachelor of Science in Business

Administration

Major in Operations Management University of San Jose-Recoletos

Graduated: 2025

Trainings / Certificate

- **HIPAA Compliance Training (July 2025)- Udemy**
 - 6-hour course covering the HIPAA Privacy & Security Rules, PHI handling, breach notifications procedures, and practical case studies for remote healthcare staff, Includes final assessment & downloadable compliance kit.
- **Medical Virtual Assistant Training (October 2025)-MedVA Academy**
 - 40-hour intensive program focused on EMR navigation (Athenahealth, Kareo), appointment scheduling, insurance verification, medical billing basics, patient triage scripts, and telehealth best practices. Culminated in a capstone project and practicum. (Cert. ID: MVA-VA104408)
- **Medical Coding Training (October 2025)**
 - Medical Terminology: Understanding common terms used by doctors and in medical records. Anatomy & Physiology: Learning about body systems to identify accurate codes.

Coding Systems:

- ICD-10 (International Classification of Diseases) – for diagnoses
- CPT (Current Procedural Terminology) – for procedures and treatments
- HCPCS (Healthcare Common Procedure Coding System) – for medical supplies and services Insurance & Billing Processes: How claims are created, submitted, and followed up with insurance companies.
- Compliance & Ethics: Following privacy laws (like HIPAA) and ethical standards in handling patient information.