portfolio

ByCHERRY LYN CATALUÑA

Cherry Cataluña // Streamlining Your Business for Success

As a highly organized Administrative Professional with 5 years of experience in project management, I excel in optimizing operational efficiency. My strong organizational, communication, and problem-solvi...

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introducing
ABOUT ME

As a highly organized Administrative Professional with five years of experience, I excel in optimizing operational efficiency and elevating customer service standards. With strong organizational, communication, and problem-solving skills, I ensure fast, accurate, and dependable data management, even under tight deadlines. Let's collaborate to achieve exceptional outcomes.
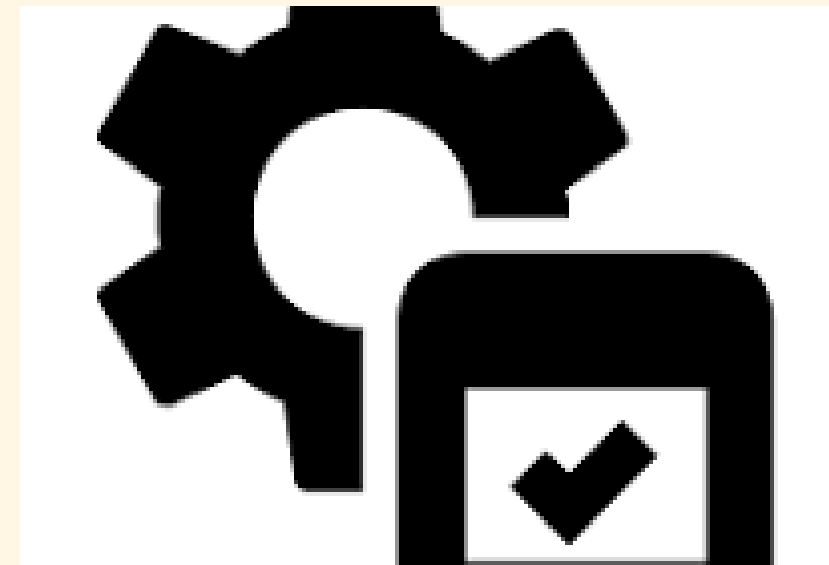
CHERRY LYN CATALUÑA

VA

work
EXPERIENCE

Working as a Medical Virtual Assistant at Combined
Insurance
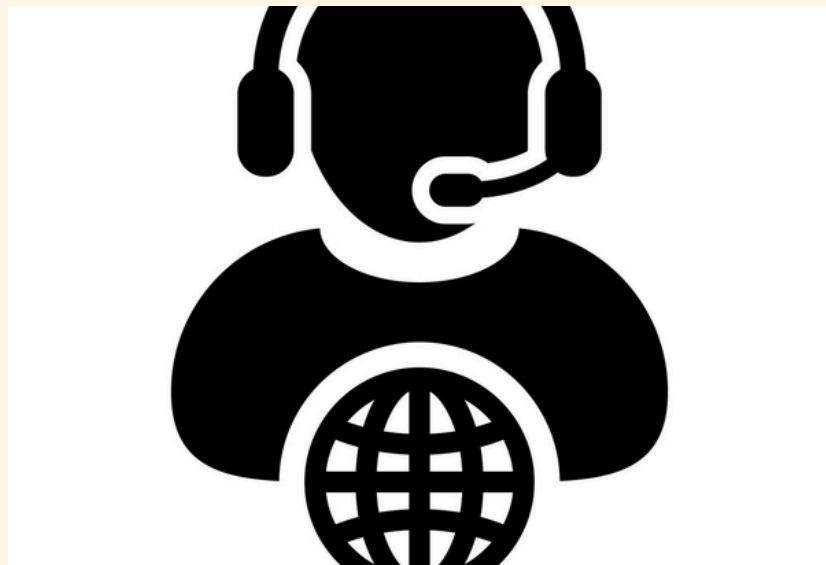
Customer Service Support

Claims adjsuter

Administrative Assistant

project
PORTFOLIO

Support and assist the onshore team, collaborating with the insurance underwriting department. Interact professionally with onshore/offshore teams and customers via email and calls. Process transactions and conduct outreach calls to insured/provider/facility following standard work and SOP. Prioritize transactions based on detailed guidelines to meet SLA. Maintain key records such as working files and emails for reference and audit purposes. Handle basic day-to-day Excel requirements.

01 Managing Ploicyholder's Information.

02 Follow up with policyholders to process the claim via mail, email, and phone call.

03 Process the claims according to established requirements

"ESTABLISHING SECURE DATA MANAGEMENT PROTOCOLS FOR POLICYHOLDER INFORMATION"

The first step in managing policyholder information is to establish security measures to protect the data from unauthorized access and ensure compliance with relevant data protection regulations. This is where gather their information; contact, mailing address, phone numbers, and email.
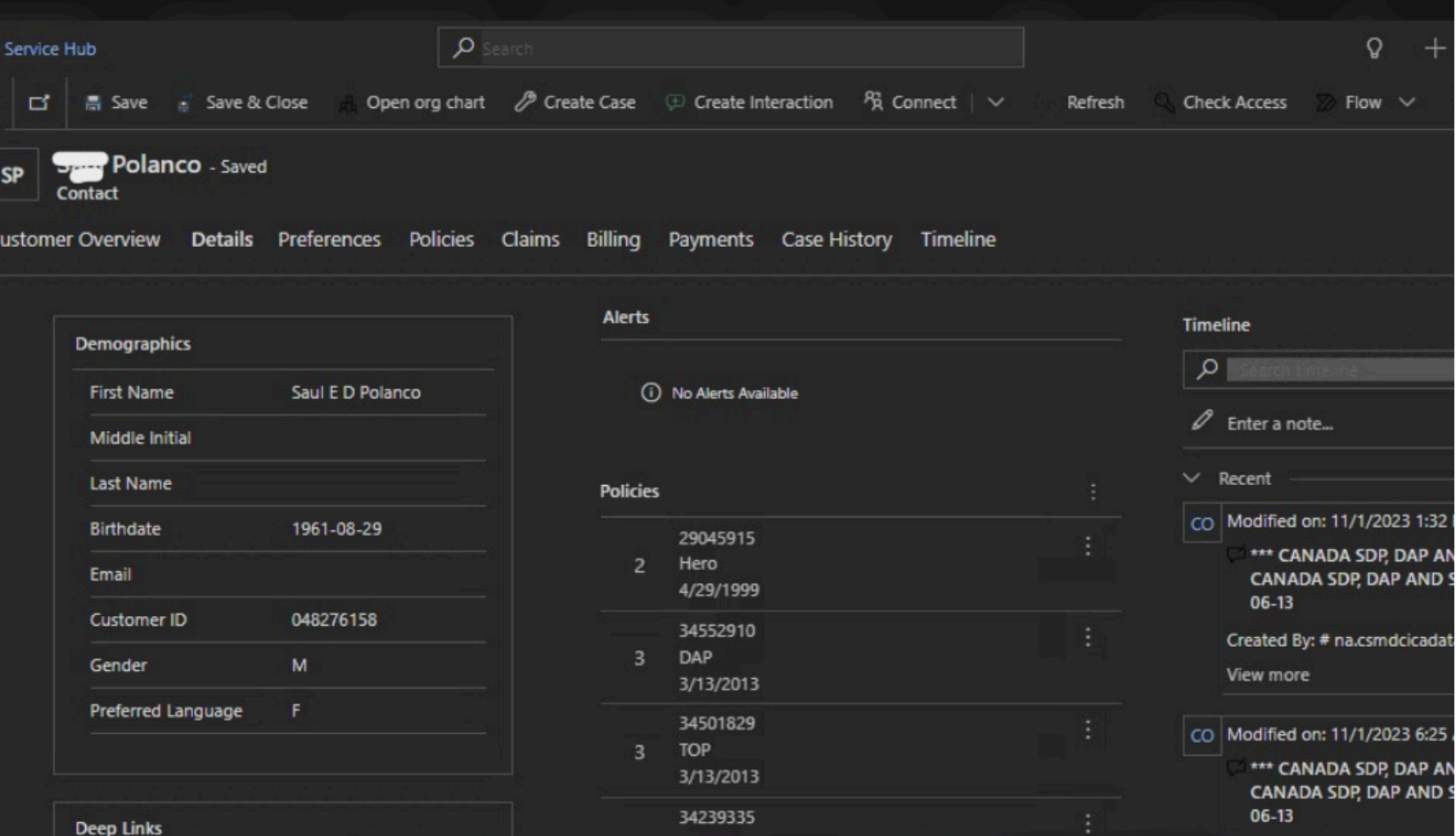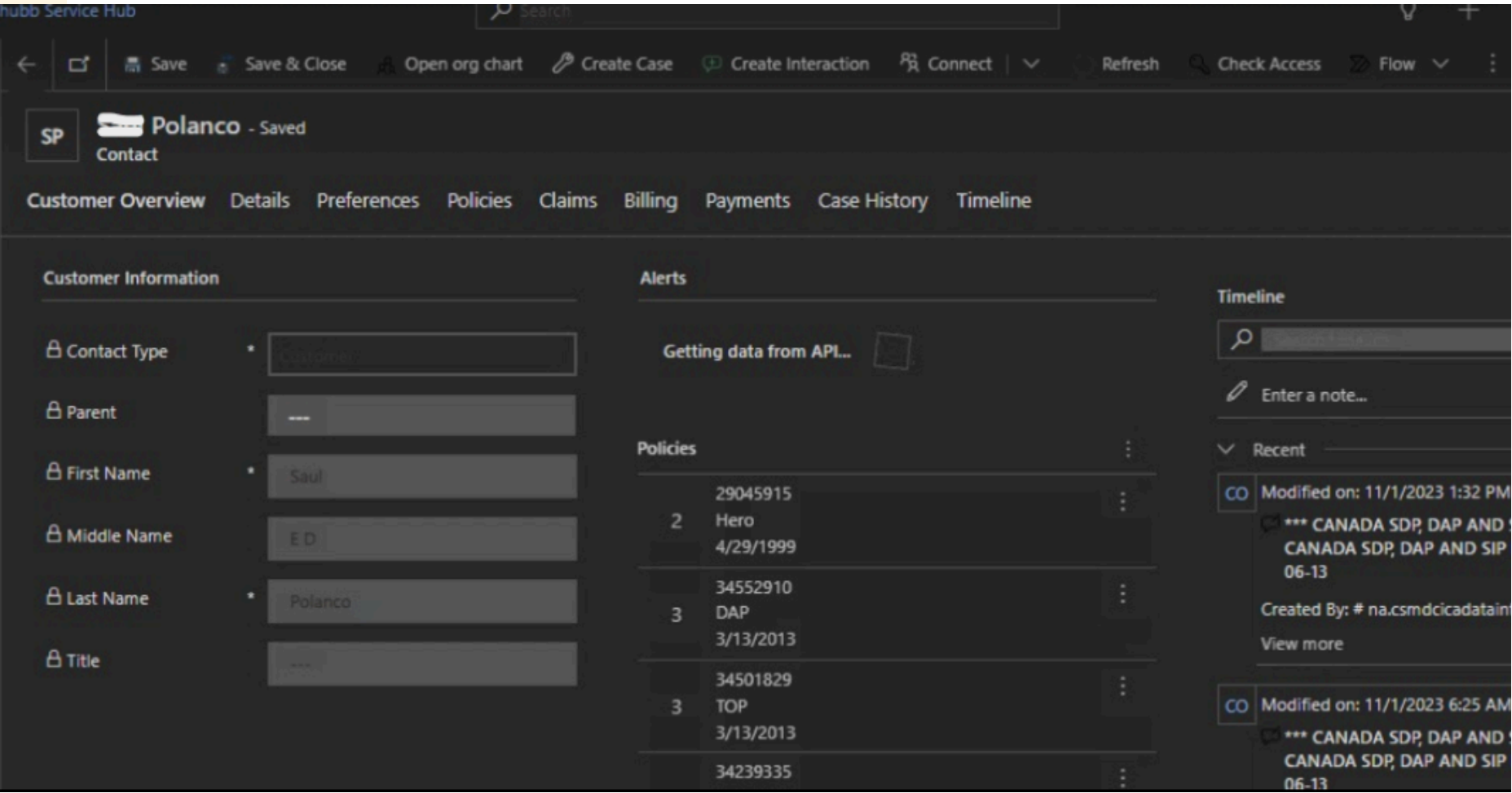
# ENSURING SEAMLESS CLAIMS PROCESSING THROUGH PROACTIVE POLICYHOLDER FOLLOW-UP

Following up with policyholders to process their claims is an essential step in providing excellent customer service and fulfilling the obligations of the insurance company. This involves promptly contacting policyholders after a claim has been submitted to gather any additional information needed, provide updates on the claim's status, and address any questions or concerns they may have. Effective communication and timely follow-up help ensure a smooth and satisfactory claims experience for policyholders.

L_____ C CREDLE

Age: 40   Sex: F   Policy Holder ID#: 391698181

Residence

_____R   5 CUNNINGHAM DR
NY, 109503905   MONROE, NY, 109503905

Claim Permanent Person Note

Claim Listings

Category	Nature	Disposition	Amount	ADJ.#	Name
BCLAIM/ALL OTHER	FEMALE GENERATIVE DISEASES	NEW CLAIM--NO PAYMENT/DENIAL	$0.00	R79	CHERRY CATA
WEBCLAIM HEALTH SCREENING	PHYSICAL EXAM	INCOMPLETE WEB CLAIM	$0.00	D18	COMBINE
BCLAIM/ALL OTHER	FEMALE GENERATIVE DISEASES	FINAL	$2,000.00	NGM	DONNA PEL
BCLAIM/ALL OTHER	FEMALE GENERATIVE DISEASES	FINAL	$2,000.00	NG6	R STALTE

Samples

CREATING LETTERS TO SEND THROUGH MAILING ADDRESSES

When crafting letters for policyholders, ensure clarity and personalization in the content, addressing them by name and tailoring the message to their specific needs. Clearly outline any necessary actions and provide contact information for further assistance. Format the letter professionally, proofread diligently, and send it through the mail with accuracy and attention to detail.
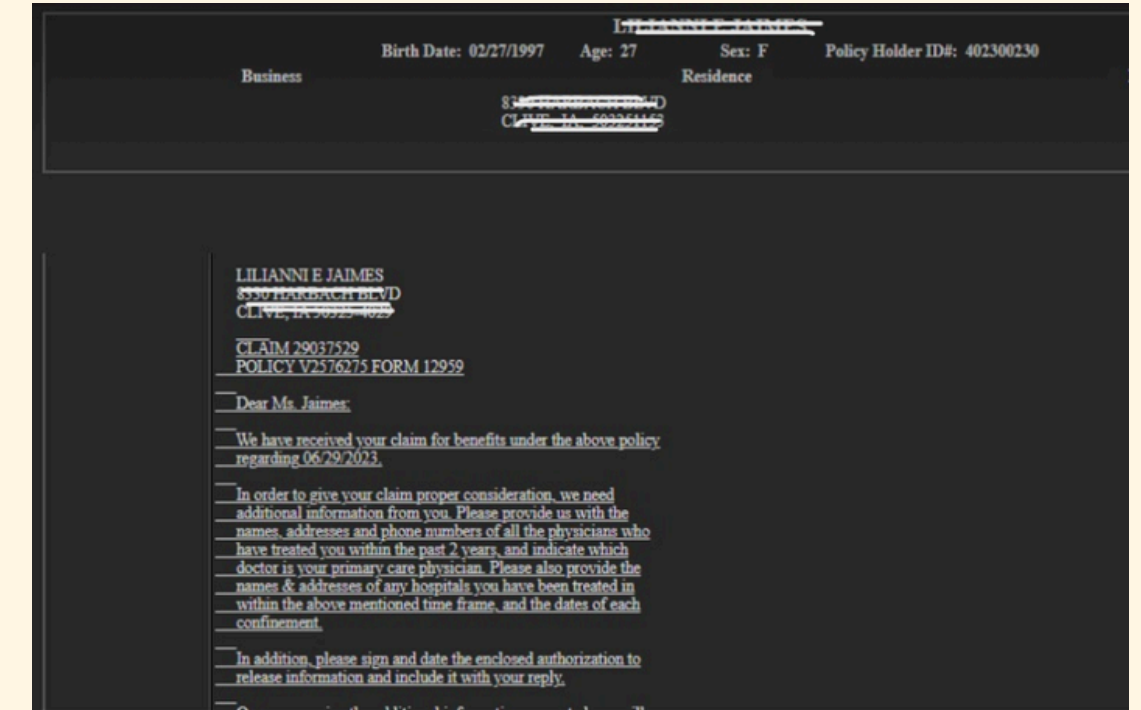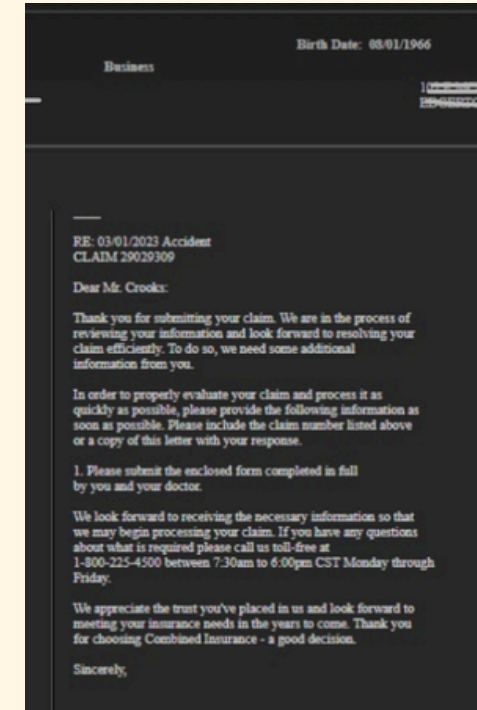
by physical mail
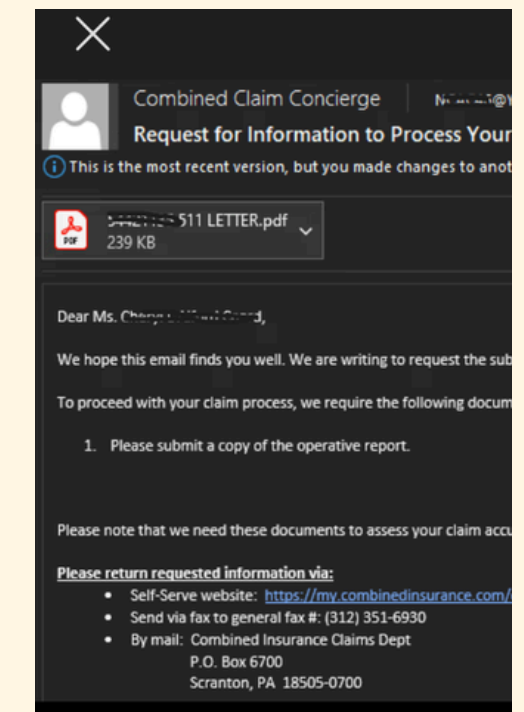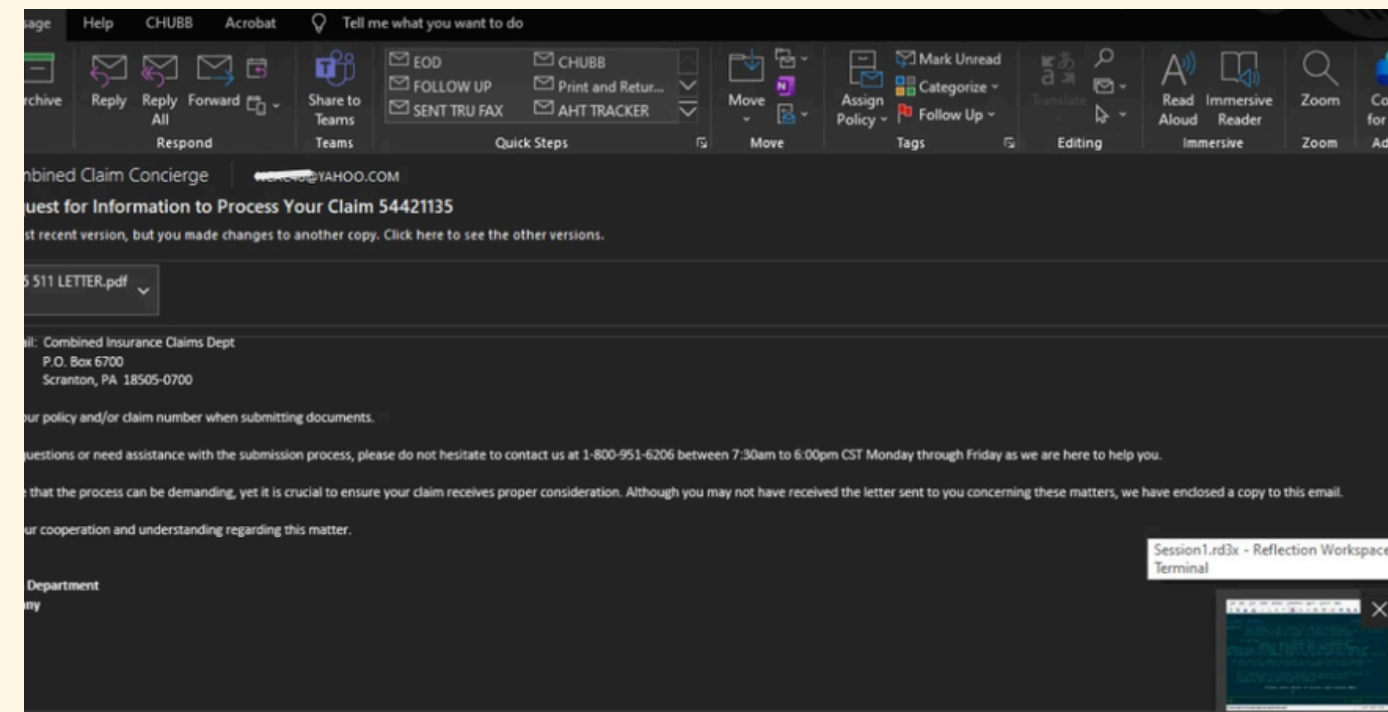
via email

EFFICIENT DATA MANAGEMENT WITH MICROSOFT OFFICE SUITE: LEVERAGING EXCEL, ACCESS, OUTLOOK, WORD, AND SHAREPOINT

Monitoring data using Microsoft Office, utilizing Excel for data organization, analysis, and visualization. Access is used for database management and querying. Outlook can be utilized for communication and alerts related to data updates. Word can document data findings, and SharePoint enables collaboration and centralized access to data resources.

Communication:
- **Microsoft Teams**
- **Zoom**
- **Skype**

Calendar and Scheduling:
- **Google Calendar**
- **Microsoft Outlook Calendar**

Document Management:
- **Google Drive**
- **Microsoft OneDrive**
- **Dropbox**

Project Collaboration:
- **Google Workspace (Docs, Sheets, Slides)**
- **Microsoft Office Suite**
- **Notion**

Email Management:
- **Gmail**
- **Microsoft Outlook**

Virtual Phone Systems:
- **Google Voice**
- **Skype Number**
- **Max**
- **Avaya**

work

SAMPLES

Tools used for data gathering, tracker and timesheet.

Let's chat! I'm detailed, organized, and always meet deadlines. With a positive attitude and strong work ethic, I'm ready to tackle any task. I learn quickly and am confident I can handle the job. Let's work together

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