ANGELINE CLAIRE INCIONG

Virtual Assistant | Healthcare, E-Commerce & Customer Support

Mataas na Kahoy, Batangas, Philippines

ABOUT ME

Versatile and detail-oriented Virtual Assistant with extensive experience in Healthcare Support, E-Commerce Operations, Customer Service, and Client Relations. Proven track record in HIPAA-compliant patient intake, insurance verification, Amazon product research, Shopify store management, and chat support. Highly skilled in managing client records, maintaining policy compliance, and delivering exceptional empathetic service—contributing to a 5-star customer satisfaction rating. Adaptable, reliable, and proficient in remote administrative workflows.

WORK EXPERIENCE

Healthcare Virtual Assistant

Remote Healthcare Provider (NDA Protected) | 2 Years

- Managed patient intake and carefully verified patient details and insurance coverage to confirm provider credentialing prior to consultations.
- Maintained strict HIPAA compliance while inputting accurate patient notes, records, and ongoing care updates.
- Assisted healthcare providers with necessary patient documentation and files prior to face-to-face and virtual appointments.
- Delivered high-empathy patient communication, contributing directly to the clinic/facility receiving a 5-Star Service Rating.

E-Commerce & Chat Support Virtual Assistant

Podcast & Online Store Business | 1 Year

- CSR Chat Support: Handled client inquiries, resolved account issues (password resets, email updates, system glitches), and managed audio/video file uploads for podcast clients.
- Store Management & Compliance: Audited product descriptions and store imagery to ensure strict adherence to platform policies and guidelines.

Shopify Virtual Assistant

E-Commerce Business | 1 Year

- Uploaded product images, edited item listings, and updated product descriptions accurately.
- Maintained clean, organized, and up-to-date online store inventories.

Amazon Product Researcher

E-Commerce Business | 6 Months

- Researched and identified high-profit items in the US market to maximize sales potential and business revenue.

Freelance Academic Tutor & Online ESL Educator

Self-Employed & Online Platforms | 2005 – Present

- Managed schedules, bookings, and long-term client relations with parents and students for over 20 years.
- Utilized digital communication tools and tailored strategies to deliver engaging online instruction and administrative follow-ups.

EDUCATION

High School Diploma

Balayan National High School

SKILLS

Healthcare Admin & HIPAA Compliance | Patient Intake & Insurance Verification | Amazon Product Research | Shopify Product Uploads & Listings | CSR Chat Support & Account Management | Policy Compliance | Digital File Management | Client Communication & High Empathy

PRACTICAL HIGHLIGHTS & ACHIEVEMENTS

5-Star Rating Achievement

Recognized for exceptional empathetic patient assistance and efficient provider support in a remote healthcare facility.

Multi-Platform Management

Successfully managed e-commerce product listings, podcast client accounts, and long-term educational client relations.