

ERICKA MAE D. CUSTODIO

SUMMARY

EDUCATION

LYCEUM NORTHERN LUZON 2017-2019
Associate in Computer Science

CERTIFICATIONS

Basic Technical Skills as Medical Virtual Assistant

- PRO VA
- March 15, 2026

CIVIL SERVICE ELIGIBILITY-PPT (Sub-Professional)

- Urdaneta, Pangasinan Ratings: 83.83%

Farmers Program 101 and 102 Training of Trainers on Digital
ATI - RTC 1
May 9-11,2023

WORK EXPERIENCE

GLOBAL AGILITY SOLUTIONS – FINANCIAL SERVICES ACCOUNT MARCH 2026 – OCTOBER 2026

- Assisted Student with Pre-licensing courses, modules and insurance agent exam preparation.
- Provided technical support for login issues, course access, and online learning platforms.
- Processed Refund Request and address payment and enrollment concerns.
- Resolved course-related inquiries and guided student through learning resources and pre-licensing requirements.

FOUNDEVER PHILIPPINES – HEALTHCARE ACCOUNT SEPTEMBER 2024 – DECEMBER 2025

- Handled two healthcare accounts: Dependent Verification and Dental Insurance Provider Support.
- Verified dependent eligibility and updated member information in the system.
- Assisted members with coverage verification and benefit inquiries.
- Supported dental providers with insurance verification and claim-related concerns.

LGU ALCALA, PANGASINAN – MUNICIPAL AGRICULTURE OFFICE ADMINISTRATIVE AIDE III–IV | JUNE 2020 – SEPTEMBER 2024

- Managed data entry, records, email, and document filing
- Assisted clients and visitors with inquiries and office transactions
- Prepared reports, documents, and official records
- Answered phone calls and coordinated with different departments

EUROMED LABORATORIES

ENCODER | 2016

- Entered patient and laboratory information into the system
- Ensured accuracy of encoded data and patient records
- Assisted in organizing documents and reports
- Maintained confidentiality of patient information