

MARIGOLD M. MAGTALAS

Healthcare Administrative & Virtual Assistant

Palayan, Nueva Ecija

ABOUT ME

Detail-oriented Healthcare Administrative and Support professional with experience in patient coordination, appointment scheduling, CRM management, customer service, and administrative operations. Skilled in supporting patients and healthcare teams through clear communication, accurate documentation, and timely follow-ups. Adaptable, organized, and dependable, with strong problem-solving and multitasking skills in remote work environments.

EDUCATION

2011 - 2015

COLLEGE OF THE IMMACULATE CONCEPCION | BACHELOR'S DEGREE IN HRM

Bachelor’s Degree in Hospitality and Restaurant Management
Hospitality Operations and Service Management

WORK EXPERIENCE

2023 - Present

ST.LUKES MEDICAL CENTER - RB MULTIMEDIA AGENCY | HEAD OF CRM

Experienced social media specialist skilled in content creation, scheduling, and community engagement across Facebook, Instagram, and Messenger. Proficient in online reputation management, campaign planning, boosting ads, and performance analytics. Adept at responding promptly to comments, DMs, and inquiries, particularly assisting patients with appointment bookings and follow- ups. Focused on brand consistency, customer care, and maintaining strong digital communication.

2026 - Present

TOGETHER WE CAN | ADMIN ASSISTANT

As an Administrative Assistant for an Australian-based company, I provide day-to-day administrative support by coordinating service documentation, preparing and sending daily plans and Service Agreements, and maintaining accurate records and spreadsheets. I manage the uploading and organization of certificates, signed agreements, and other required documents while ensuring information is kept current and properly recorded. I also assist with administrative follow-ups and documentation management to support efficient daily operations and service coordination.

2024-2025

AURORA HOMECARE | MARKETING MANAGER / ADMIN

As a Marketing Manager and Administrative Support for a U.S.-based home healthcare agency, I manage social media and recruitment campaigns, handle client and applicant inquiries and follow-ups, assist with caregiver recruitment and administrative coordination, and maintain digital records and communications. I also create marketing materials, schedule content, and monitor campaign performance while independently managing day-to-day tasks in a remote work environment.

SKILLS - TOOLS & PLATFORMS

- Administrative Support
- Appointment Scheduling
- Calendar Management
- Data Entry & Record Management
- Documentation & Reporting
- Customer Service & Issue Resolution
- Microsoft Office (Word, Excel, Outlook)
- Google Workspace (Docs, Sheets, Drive,Calendar)
- CRM Systems