MCLAIN S. SALVADOR

VIRTUAL ASSISTANT

PROFILE
Sta. Cruz, Laguna

SUMMARY

Customer Service and Virtual Assistant professional with 9+ years of experience in customer service, sales, dental insurance, and collections. Skilled in client support, insurance credentialing, fee negotiation, contract and order processing, billing, and email communication, with strong attention to detail and project management. Experienced in working with insurance representatives, dental office owners/managers, and internal teams to resolve issues and ensure smooth operations. Recognized for excellent communication, problem-solving, and efficient remote administrative support.

SKILLS

- Administrative Support
- Email & Calendar Management
- Customer Service & Client Support
- Data Entry & Documentation
- Order & Contract Processing
- Time Management & Multitasking
- Attention to Detail
- Graphic Designs

EXPERIENCE

Virtual Assistant – Veritas Dental Resources – Client / Project Liaison
10/2019 to 07/2026
Managed the entire project, including drafting and sending email requests and follow-ups to both insurance companies and offices regarding credentialing processing and fee negotiations. Prepared and distributed spreadsheet updates to the office to ensure the client remained consistently informed and up to date

Customer Service Representative- Concentrix
01/2019 to 09/2019
Handled inbound calls by assisting customers with their inquiries and providing support with reserving, managing, and resolving issues related to their car rental.

Customer Service Representative – TSD (TeleServices Direct) Global
12/2015 to 12/2016
SiriusXM - Handled outbound calls. Calling customer regarding the renewal of their contract, collection of payment, and offers upgrade.
AT&T – Handled inbound sales calls.

EDUCATION

Laguna State Polytechnic University
BS in Information Technology