

ANGELO JOSE A. DOROMAL

GOHIGHLEVEL OPERATIONS VIRTUAL ASSISTANT | HEALTHCARE CUSTOMER SERVICE

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PROFESSIONAL SUMMARY

Operations professional with hands-on GoHighLevel portfolio experience configuring CRM sub-accounts, contacts, pipelines, forms, surveys, funnel pages, and workflow logic. Brings healthcare customer service experience supporting UnitedHealthcare members and providers with benefits, claims, prior authorizations, appeals, billing questions, appointment coordination, and protected health information. Bachelor of Science in Office Administration graduate with strengths in accurate documentation, clear communication, and organized follow-through.

CORE SKILLS

GoHighLevel: Sub-account setup, contact management, pipelines and opportunities, forms, surveys, workflow logic, funnel and website editing

Healthcare Operations: Eligibility and benefits verification, claims follow-up, appeals, prior authorization, provider scheduling, prescription support, billing explanation, HIPAA compliance

Administration and Tools: CRM documentation, data entry, Google Workspace, Gmail, Google Calendar, customer service, problem-solving, written communication

PROFESSIONAL EXPERIENCE

UnitedHealthcare Advocate | IBEX Global Solutions Philippines Inc | Bohol

- Supported health plan members and provider offices across large employer-sponsored group accounts, answering questions about eligibility, benefits, coverage, claims, and billing.
- Coordinated doctor appointments and follow-ups and assisted members with prescription quotes and medication access.
- Initiated and tracked prior authorization and appeal requests for denied services and medications, documenting case status and required next steps.
- Investigated pending and denied claims and coordinated with providers and internal departments to resolve account and service issues.
- Maintained complete CRM notes and verified member data to support accurate handoffs, follow-up, and continuity of service.
- Protected member information in accordance with HIPAA requirements and handled sensitive conversations with patience and professionalism.

SELECTED GOHIGHLEVEL PRACTICE PROJECTS

CRM and Patient Pipeline Setup | **Bright Smile Dental Clinic** | *Practice Project*

- Created a blank GoHighLevel sub-account, configured the business profile, and organized sample contact and opportunity records.
- Built a five-stage patient pipeline from New Lead through Closed, with stage probabilities for consistent opportunity tracking.
- Created a sample opportunity and tested stage changes to confirm the lead-management process.

Funnel and Customer Feedback Workflow | **Power Print** | *Practice Project*

- Built and edited website and funnel pages, including a quote request form and thank-you page flow.
- Created a customer feedback survey and configured a Survey Submitted workflow trigger.
- Designed conditional routing for positive feedback and negative feedback, including a customer thank-you path and an internal staff follow-up notification; tested form submissions and reviewed records.

INTERNSHIP AND ADDITIONAL EXPERIENCE

Office Administration Intern and Pharmacy Assistant | **Dextel Trading** | Tagbilaran City, Bohol

- Checked prescription information for accuracy under staff supervision, monitored stock levels, ordered supplies, and supported inventory control.
- Organized administrative records, provided support to the pharmacy team, and corrected data discrepancies.

Provincial Management Office Assistant Intern | **Provincial Government of Bohol** | Tagbilaran City, Bohol

- Entered and updated data in the PGBH budget tracking system and assisted with municipal budget allocation preparation and calculations.
- Reviewed purchase requests, routed documents to the Accounting Department, and maintained organized records across departments.

Sales and Operations Assistant | **Balay BBQ**

- Handled customer orders and payments, maintained daily sales and inventory records, supported basic bookkeeping, and kept the selling area organized.

EDUCATION

Bachelor of Science in Office Administration | 2021-2025

Tagbilaran City College | Tagbilaran City, Bohol

LANGUAGES

Filipino and Bisaya - Native | English - Fluent