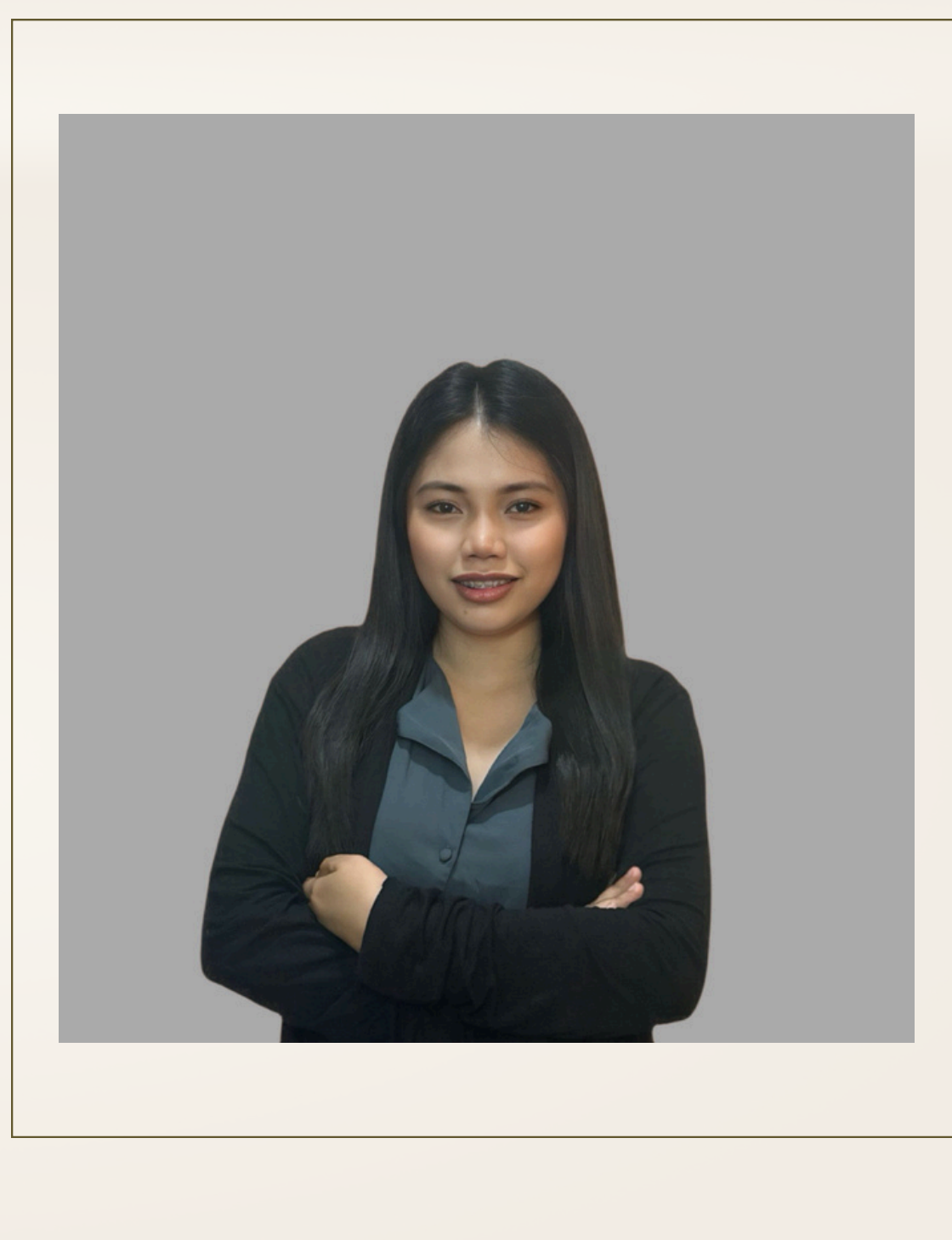


Hi, I'm

ANAJANE INDOY

Business Virtual Assistant | Customer Service Associate |
Dental Insurance Billing Specialist | Graphic Designer



Hello!

I am an aspiring Business Virtual Assistant with over six years of combined experience in customer and resident support, along with a strong background in office management and communication. Throughout my career, I have developed expertise in handling client inquiries, resolving complex concerns, and ensuring smooth daily operations in fast-paced environments.

I also specialize in dental billing, dental insurance verification, and practice revenue analysis, helping streamline processes and improve overall efficiency. My experience allows me to support both administrative and revenue-related functions with accuracy and attention to detail.

In addition, I have skills in infographic and graphic design, enabling me to create clear, visually engaging materials that enhance communication and business presentation.

I am organized, proactive, and committed to helping businesses operate efficiently while delivering excellent client experiences.



EXPERIENCE

- Resident Support**
September 2025 - February 2026
- Dental Insurance Verification Specialist | Accounting Reconciliation Specialist**
January 2025 - September 2025
- Dental Insurance Specialist | Practice Revenue Analyst**
April 2023 - January 2025
- Customer Service Associate | Chat, Email & Call Support**
October 2017 - March 2023
- Product Ready Trainer | Team Leader Trainee**
December 2018 - March 2020

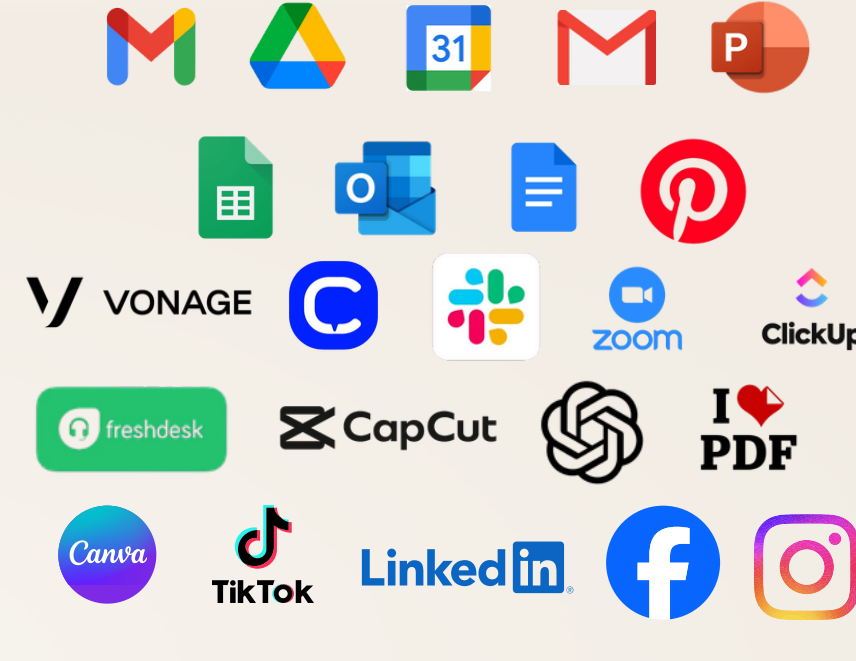
EDUCATION

Bachelor of Science in Business Administration
Major in Marketing Management

CORE SKILLS

- Customer Service (Chat, Call, and Email)
- Dental Insurance Verification
- Dental Insurance Billing (EFT & ERA Processing)
- General Admin Support
- Data Entry
- Creativity

TOOLS I USE



SKILLS AND EXPERTISE

A comprehensive skill set spanning design, development, and everything in between.

VIRTUAL ASSISTANT

Providing comprehensive administrative support to help you focus on growing your business. spanning design, development, and everything in between.

- Calendar Management
- Email Management
- Data Entry
- Organization
- Customer Support

GRAPHIC DESIGN

Creating visually compelling designs that communicate your brand's message effectively.

- Branding & Identity
- Logo Design
- Marketing Materials
- Label Design
- Infographic Design
- Digital Graphics

DENTAL INSURANCE BILLING

Supporting dental practices through accurate insurance verification, payment posting, AR follow-ups, and revenue cycle coordination.

- Insurance Verification
- EFT & ERA processing
- Accounting Reconciliation

SERVICES OFFERED

<p>VIRTUAL ASSISTANCE</p> <p>ADMINISTRATIVE SUPPORT Manage daily office tasks, organize and keep workflows running smoothly.</p> <p>EMAIL MANAGEMENT Sort, respond, and organize inboxes for efficient communication.</p> <p>CALENDAR MANAGEMENT Schedule Appointments, meeting and reminders to avoid conflicts.</p> <p>CUSTOMER SUPPORT Handle inquiries, follow ups, and provide professional client assistance.</p>	<p>GRAPHIC DESIGN</p> <p>INSURANCE VERIFICATION Conducting accurate eligibility checks to ensure smooth billing and clear patient coverage details.</p> <p>EFT AND ERA PROCESSING Handling electronic fund transfers and electronic remittance advice to ensure precise posting and smooth revenue cycle management.</p>	<p>GRAPHIC DESIGN</p> <p>BRAND IDENTITY DESIGN Design complete brand identities, including logos, visuals, and marketing assets that make your brand stand out.</p> <p>MARKETING MATERIALS Design striking marketing materials brochures, flyers, and social media graphics that grab attention and showcase your brand.</p>
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TRAINING & CERTIFICATION

Business Virtual Assistant Training Program
Pineapple VA Hub-Certificate of Completion
Completed: May 5, 2025 - May 16, 2025



SAMPLE WORKS

OVERVIEW

I create comprehensive Annual Business Reports that help businesses communicate performance and make informed decisions. My work includes compiling financial data, analyzing key performance metrics, designing clear and professional layouts, and presenting insights through charts, graphs, and infographics.

For Annual Business Reports, I deliver a concise yet detailed overview of a company's yearly performance, highlighting achievements, trends, and areas for improvement.

ANNUAL BUSINESS REPORT

CHECK OUT THE OUTPUT VIA THIS LINK.



INFOGRAPHIC OUTLINING DESIGN



BUSINESS CARDS

I design professional and memorable business cards that reflect your brand identity and leave a lasting impression.



WORK WITH ME!

Have a project in mind? Let's collaborate and turn your ideas into something amazing!



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- 🌐 <https://www.linkedin.com/in/anajane-i-54717b21b/>
- 📷 @anajaneddy

RATES ARE AVAILABLE UPON REQUEST