



VANESSA MAI M. SANTIAGO

Contact	Profile	
09910672818 santiagovanessa1708@gmail.com Antipolo City	I am dedicated and trained to handle inquiries efficiently, resolve issues, and provide solutions using strong problem-solving skills and in-depth product knowledge. I maintain a positive attitude while assisting customers, ensuring they feel valued and satisfied with the support they receive.	
Education	Experience	
Dela Paz National High School 2020– 2022 GeneralAcademic Strand	Customer Service Executive Infinx Health Philippines INC June 16, 2025 to November 17, 2025 Appointment Coordination: Manage patient scheduling for radiology procedures, including appointment confirmations, rescheduling, and follow-up visits, to support a seamless patient experience and ongoing care. Medical Records Management: Handle requests for radiology reports, images, and related medical records efficiently and securely, safeguarding patient information and ensuring timely access to clinical documentation. General Inquiries: Respond to patient inquiries via phone and email, providing accurate information regarding services, providers, office policies, and appointment availability. Referral & Pre-Authorization Support: Review radiology orders, physician referrals, prior authorizations, and clinical documentation to ensure exam eligibility, insurance compliance, and timely patient scheduling.	
Skills	- Appointment Coordination - Radiology Scheduling - Prior Authorization - Referral Management - Medical Records Management - HIPAA Compliance - Patient Relations - Insurance Verification - Customer Service - Phone & Email Support - Healthcare Documentation Review - Care Coordination - Administrative Support - Training Coordination	
Language	References	
- English - Filipino	Jayvee Munda Cruz SME Phone: +63 954 182 3695 Email : jayvee.macruz@gmail.com	Melvin Juanerio SME/Team Leader Phone: +63 949 150 2643