

Erica May Adug

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Dear Hiring Manager,

I am excited to apply for the virtual assistant position at your company. With over three years of experience in customer service and operations management, including my role as an Operations Supervisor in a US healthcare account at Teleperformance Philippines, I have developed strong leadership, problem-solving, and compliance management skills.

I led a team handling grievance resolution, claims processing, and insurance verification, ensuring compliance with HIPAA regulations while improving operational efficiency and customer satisfaction. My ability to analyze process trends, implement performance strategies, and collaborate with cross-functional teams has driven consistent results.

I am eager to bring my expertise to your team and discuss how I can contribute to your success. Please feel free to contact me at your convenience. Thank you for your time and consideration.

Sincerely,

Erica May Adug