

Ma. Maika A. Galanto

ADDRESS: Unit 5 Pagrai Ubas Road Subdivision Brgy. Mayamot, Antipolo City

CONTACT NUMBER: 09-650-316-552

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OBJECTIVE

A dedicated and growth-minded professional seeking a challenging position that offers responsibility and advancement. Committed to delivering high-quality results with integrity, dedication, and a strong work ethic.

EDUCATION:

PRIMARY:

Mayamot Elementary School 2004 – 2006

Barangka Elementary School 2006-2010

SECONDARY:

Barangka National HighSchool2010 – 2014

COLLEGE:

ICCT College2014-2015

Bachelor of Science Information Technology

Our Lady Of Perpetual Succor College2017 – 2019

Bachelor of Secondary Education

(Major in English)

Work Experience

WNS Global Services (Health Care Account)

- March 2020-October 2020 Customer Service Representative
- October 2020-April 2023 Lead Associate- Training

DME Service Solutions (Healthcare Account)

- April 2023- Present Customer Service Representative

Technical & Healthcare Operations

- **Medical Billing & Coding Foundations:** Familiar with ICD-10 and CPT coding frameworks.
- **Insurance Verification & Utilization Management:** Experienced in processing prior authorizations, explaining insurance coverage/copays, interpreting denial letters, and coordinating Appeals and Peer-to-Peer (P2P) reviews.
- **Payer Knowledge:** Familiarity with Medicare, Medicaid, Medicare Advantage, and Commercial Insurances (e.g., UHC, Aetna).
- **Intake & Care Coordination:** Skilled in DME (Durable Medical Equipment) intake and refill processing; proficient in gathering medical records and prescriptions via fax and Parachute Health.
- **Stakeholder Communication:** Serves as a key liaison between providers, patients, insurance companies, home health agencies, and nurse practitioners.

Leadership & Employee Development

- **Training & Mentorship:** Experienced in onboarding new hires, facilitating training programs, and providing daily coaching to ensure alignment with company core values.
- **Performance Management:** Conducted regular performance appraisals and mentored team members to achieve operational goals.
- **Team Coordination:** Organizes weekly meetings for internal and external groups to streamline workflows and administrative efficiency.

Administrative & Office Support

- **Office Operations:** Proficient in high-volume inbound/outbound call management, mail distribution, correspondence (email/voicemail), and maintaining daily logs for management review.
- **Process Improvement:** Drafted standardized document templates to reduce administrative turnaround time.
- **Technical Proficiency:** Competent in Microsoft Office Suite (Word, Excel, PowerPoint) and electronic healthcare platforms.
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CHARACTER REFERENCES:

Nesselyn Marquez

+63 956 168 1454

Paranaque City, Philippines

WNS Globals (Lead Associate-Training)

Jefferson Flor

(097) 606-91524

jeffzaragosa@icloud.com

DME Service Solution -CSR

I hereby that the information above is certified true and correct.

Ma. Maika A. Galanto

Applicant