



FRYL

[VIDEO INTERVIEW](#)

EXPERTISE SKILLS

- Medical Billing
- Healthcare Administration
- Medicare Knowledge
- Insurance Verification
- HIPAA Compliance
- Customer Service & Client Support
- Executive Assistance
- Administrative Support
- Outbound Calling
- Cold Calling
- Lead Generation
- Appointment Scheduling
- Calendar Management
- Email Management
- CRM Management
- CRM Data Entry & Maintenance
- Call Logging & Activity Tracking
- Follow-Up Management
- Contact Research & Verification
- Business Record Management
- Data Entry & Data Management
- Documentation Management
- Quality Assurance
- Problem Solving
- Team Collaboration

TOOLS

- Monday.com
- Slack
- Microsoft Teams
- Odo
- Medical Billing Software
- ChatGPT
- Canva
- CapCut
- Microsoft Office Suite
- Google Workspace

Results-driven Business Development Specialist with 5+ years of experience in customer service, lead generation, executive support, and client relationship management. Proven track record of conducting cold-calling campaigns, qualifying leads, coordinating client communications, maintaining accurate business records, and supporting business operations through strong administrative and customer-focused execution. Brings strong expertise in business development, CRM systems, stakeholder communication, appointment scheduling, and operational support, helping organizations expand their sales pipeline, strengthen client relationships, and drive sustainable business growth.

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

SupportZebra | August 2023 – February 2026 (2 Years, 7 Months)

- Handled inbound customer inquiries, resolved product and service concerns, processed account updates, maintained accurate customer records, performed data entry, and identified upselling opportunities while delivering high-quality customer support.

EXECUTIVE ASSISTANT (PROJECT-BASED)

Origin Solar Company | July 2025 (Project-Based)

- Provided executive administrative support, managed appointment scheduling and calendars, conducted cold-calling for lead generation, coordinated client and stakeholder email communications, updated project progress through Monday.com, and maintained accurate business documentation.

MEDICAL BILLER

ZYX Virtual Solutions | July 2022 – July 2023 (1 Year, 1 Month)

- Processed medical claims, managed patient billing records, verified insurance eligibility and benefits, maintained patient documentation, ensured HIPAA compliance, reduced billing errors through record verification, and coordinated with healthcare providers to maintain accurate documentation.

QUALITY ASSURANCE SPECIALIST

Scale AI (Remotasks) | July 2022 – July 2023 (1 Year, 1 Month)

- Reviewed and evaluated data annotation tasks for quality and accuracy, corrected low-quality submissions, maintained productivity and quality metrics, performed detailed data entry, and collaborated with team members to improve workflow efficiency.

[CLICK HERE TO
VIEW MORE CANDIDATES](#)

[Click here to:
BOOK AN INTERVIEW](#)