



REDENTHOR ANQUILLANO

Virtual Professional · IT Specialist · Customer Success Expert

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PROFESSIONAL SUMMARY

Results-driven IT professional and virtual specialist with over 9 years of diverse experience spanning legal support, medical records management, lead generation, business development, customer service, and digital operations. Known for combining strong technical aptitude with exceptional communication skills to deliver high-impact results across U.S.-based remote environments. Adept at managing sensitive documents under HIPAA compliance, driving sales and outreach pipelines, and supporting multi-functional teams with precision and professionalism.

PROFESSIONAL EXPERIENCE

Intake Specialist | [Spectrum Diagnostic — Law Firm](#)

November 2025 – July 2026

- Conduct client intake assessments and gather essential case information for attorneys.
- Retrieve and manage HIPAA-compliant medical records and documentation.
- Coordinate between patients, medical providers, and legal teams to ensure accurate and timely file preparation.
- Assist lawyers by organizing case files, scheduling, and maintaining confidential records.
- Ensure full compliance with HIPAA regulations throughout the medical record retrieval process.

Medical Records Specialist | [Hogan Smith Law Firm](#)

June 2025 – November 2025

- Performed back-office administrative tasks including file management, appointment scheduling, and communication with medical providers.
- Managed retrieval and transmission of medical records via fax and email.
- Updated case files for hearings and assisted with insurance coordination for U.S.-based clients.

Lead Generation Specialist | [Simple](#)

September 2024 – June 2025

- Handled cold calling, appointment setting, and sales for website platform services.
- Engaged potential clients to optimize, create, or update their existing websites.
- Contributed to increased business visibility and improved online presence for clients.

Business Development Representative (BDR) | [CBHM](#)

November 2024 – June 2025 (Part-time)

- Handled administrative tasks supporting outbound business development operations.
- Conducted outreach and outbound cold calls, emails, and fax communications to identify and engage new prospects.
- Supported pipeline growth for a social media platform client through consistent, organized prospecting.

B2B Loan Process Associate | [Project-Based](#)

November 2024 – May 2025 (Part-time)

- Handled client-to-business loan applications with accurate documentation and contract management.
- Facilitated smooth transactions between clients and financial institutions.

Cold Caller / Sales Representative | [Homeaglow](#)

April 2024 – November 2024

- Promoted residential cleaning services and matched clients with trusted professionals.
- Provided clear service information, ensured customer satisfaction through follow-ups.
- Contributed to increased bookings by emphasizing quality and reliability.

Customer Service Representative / Technical Support / Sales | [VXI Global Solutions](#)

February 2023 – March 2024

- Managed high-volume inbound calls for billing inquiries, purchases, and technical support.
- Consistently delivered exceptional customer experiences with efficient multitasking.
- Skilled in resolving escalations and guiding customers through product troubleshooting.

Content Moderator | Remote — Contract

February 2022 – August 2022

- Reviewed and monitored client social media platforms for policy compliance.
- Escalated violations and managed inappropriate content across third-party sites.

Appointment Setter | Flatworld — Remote / B2B

January 2021 – February 2022

- Managed client appointments using Calendly and organized email schedules.
- Provided timely, professional responses and handled B2B coordination for client operations.

Healthcare Support Representative | 6/11 Global Solutions — Remote

January 2020 – July 2020

- Handled high call volumes in a healthcare setting, resolving insurance and patient service inquiries.
- Delivered accurate, customer-focused service with consistent professionalism.

Social Media Backer | Redaq — Remote / Project-based

March 2019 – October 2019

- Assisted clients in managing social media accounts and developing engagement strategies.
- Boosted posts and content to grow audience reach and improve brand visibility.

Virtual Assistant / Chatter Support | OnlyFans Platform

June 2018 – December 2018

- Engaged subscribers through chat to drive subscriptions and boost client earnings.
- Tracked live performance metrics and adapted communication to match each creator's brand tone.

Virtual Assistant / Graphic Designer | Augoeides Private Server (Direct Client)

January 2016 – April 2018

- Designed custom in-game items (swords, armors, animated gear) aligned with AQWorlds' visual style.
- Provided community support by resolving player issues and managing emails and subscriptions.

TECHNICAL SKILLS

Troubleshooting & Technical Support	Computer Hardware & Software Maintenance	MS Office (Word, Excel, PowerPoint)
CRM Systems	Digital & Graphic Design	Social Media Management
Data Entry & Documentation	Online Research & Analysis	File Management & Scheduling
HIPAA Compliance & Medical Records	Outbound Prospecting & Cold Outreach	Business Development Support

PROFESSIONAL & SOFT SKILLS

Customer Service & Communication	Active Listening & Empathy	Conflict Resolution
Lead Generation & Cold Calling	Appointment Setting	Sales Pitching & Negotiation
B2B and B2C Client Handling	Customer Retention Strategies	Multitasking in High-Volume Environments

EDUCATION

Bachelor of Science in Information Technology
Assumption College of Davao — Davao City, Philippines

LANGUAGES

English — Professional Proficiency | Filipino — Native | Bisaya / Cebuano — Native

References available upon request · Open to remote opportunities globally