

DAVID VASQUEZ

Bilingual Patient Coordinator | Remote Front-Desk Support for US Medical Practices

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SUMMARY

Bilingual patient coordinator with seven years of remote administrative support for US healthcare practices, five of them scheduling diagnostic imaging under Workers' Compensation. Day to day I handle scheduling, insurance eligibility verification, digital intake and multichannel patient communication. HIPAA trained and certified, currently studying revenue cycle management (CPT, ICD-10, claim lifecycle). Available as a direct international independent contractor (W-8BEN, invoiced through Deel) or through an agency.

EXPERIENCE

Remote Front-Desk Support & Patient Coordinator

Multi-location optometry practice — New Jersey (3 locations) · Jun 2025 – Present · Remote

- Sole remote member of the front-desk team, supporting three locations — covering the scheduling, verification and follow-up the in-office desks cannot reach.
- 40–60 patient contacts per day across phone, SMS, email and chat (Weave); digital intake through IntakeQ.
- Approximately 50 insurance eligibility verifications per week through Availity, ABBverify, VSP and EyeMed, including live checks with the patient on the line.
- Enter and reconcile coverage data from PatientEngage into RevolutionEHR — 10–20 records per day.
- Scheduling, cancellation backfill and annual-exam recalls in RevolutionEHR; daily coordination with doctors and staff over Slack and Microsoft Teams.

Customer Support Representative

Black Hawk Support Services — One4All · 2024 – 2025

- Inbound support in English for the One4All gift-card platform — accounts, balances and redemption issues, in a high-volume queue with quality and resolution targets.

Healthcare Administrative Coordinator — Credentialing, Records & Scheduling

Cognizant — One Call Care Management · Apr 2019 – Mar 2024 · 5 years

- Scheduled X-ray, MRI, CT and related imaging for injured workers under US Workers' Compensation protocols — 20–30 scheduling calls per day plus follow-ups.
- Confirmed referrals and authorizations before booking so procedures would not be denied or delayed; verified claimant intake and demographics.
- Coordinated between claimants, imaging providers, adjusters, nurse case managers and physicians.
- Earlier at Cognizant: provider re-credentialing and HIPAA-compliant medical records — the foundation for how I handle authorizations and PHI today.
- Selected for the outbound team when the department split in 2023 — proactive follow-up on pending cases.
- Bilingual support for Spanish-speaking claimants, including prep instructions and procedure explanations.
- Five years with consistent KPIs on call quality, accuracy and documentation.

SKILLS & SYSTEMS

Healthcare systems: RevolutionEHR, PatientEngage, IntakeQ, Weave, Availity, ABBverify, VSP, EyeMed

Office & collaboration: Google Workspace, Microsoft Office, Slack, Microsoft Teams

AI tools: Claude, ChatGPT, Gemini — used daily to learn new systems and draft documentation

Core strengths: Patient scheduling · eligibility & benefits · prior authorizations · digital intake · HIPAA documentation · live interpreting

CERTIFICATIONS, LANGUAGES & SETUP

Certifications: HIPAA Compliance Staff Training, Practice Compliance Solutions (Feb 2026) · EF SET English Certificate, C2 Proficient (Feb 2025)

Languages: Spanish (native) · English (C2) — including live interpreting between patients and providers

Remote setup: 200 Mbps connection, UPS backup power, dedicated home office. US Central time year-round, no daylight-saving shift.