



# Sheina Mea Comia

**LICENSE PROFESSIONAL TEACHER | VIRTUAL ASSISTANT**

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Versatile professional with 3 years of experience in US healthcare accounts (Anthem Blue Cross and Blue Shield, FloridaBlue), specializing in medical billing, claims processing, HIPAA compliance, and patient support. Licensed teacher hands-on teaching practice. Skilled in training, tutoring, and online instruction, with strong communication, problem-solving, and technical proficiency.

## WORK EXPERIENCE

### ○ **Customer Service Representative – US Healthcare Accounts** **Concentrix**

September 2022 - September 2024

- Handled medical billing inquiries, processed claims, and ensured HIPAA compliance.
- Resolved patient eligibility concerns, verified billing accuracy, and checked claim status/authorization decisions.
- Assisted members in scheduling provider appointments.
- Supported major US healthcare providers: Anthem Blue Cross and Blue Shield, FloridaBlue.
- Delivered training sessions for new hires on healthcare account protocols and compliance.

### ○ **Program Ready Trainer** **Concentrix**

September 2024- November 2025

- Trained new hires on healthcare account procedures and compliance.
- Delivered coaching sessions and tracked performance metrics.
- Handled billing inquiries, claims processing, and HIPAA compliance.

### ○ **Intern Mayor's Assistant** **Tabontabon Hall**

May 2017 - June 2018

- Responsible for arranging the Mayor's schedule, supported administrative functions and attended council meetings.

## EDUCATIONAL HISTORY

### ○ **Bachelor of Technical Vocational Teacher Education- Food Service and Management**

**Eastern Visayas State University-Tanauan Campus, Tanauan Leyte**  
2018-2022

### ○ **Secondary Education**

**Justimbaste Remandaban Senior High School , Tabontabon, Leyte**  
2013-2018

## RELEVANT SKILLS

- **Healthcare Support:** Medical Billing, Claims Processing, HIPAA Compliance, Patient Eligibility Verification, Appointment Scheduling
- **Education & Training:** Classroom Management, Lesson Planning, Tutoring, Coaching New Hires
- **Technical Tools:** Microsoft Word, Excel, PowerPoint Google Docs, Sheets, Slides Zoom, Google Meet, Canva
- **Core Competencies:** Communication, Leadership, Time Management, Critical Thinking, Teamwork, Adaptability

## CERTIFICATIONS

### ○ **Certified Six Sigma Yellow Belt** **Concentrix| 2024**

### ○ **Teaching English as a Foreign Language**

### ○ **Tacloban Institute of Electronics** **Computer Literacy**