

BEATRICE DELA PEÑA

EXECUTIVE ASSISTANT | OPERATIONS MANAGER

SUMMARY

Results-driven Executive Assistant and Virtual Operations Manager with 4+ years of experience streamlining healthcare operations, optimizing SOPs, and managing cross-functional teams. Proven success in project coordination, recruitment, and post-production management.

CORE SKILLS

- Calendar and Email Management
- KPI Report Generation and Analysis
- Recruitment and Training
- SOP Development
- Operations and Project Management
- Post-Production Workflow Management
- Casting & Content Scheduling
- Workflow Optimization
- Compliance Monitoring & Daily Audits
- Payroll Processing

WORK EXPERIENCE



BAYSMOKES | Executive Assistant | May 2024 - Present

- Coordinated over 20+ casting and production schedules monthly for video ad shoots, and YouTube content
 - Books studio spaces and handles logistical requirements for shoots
- Designed and maintained a performance tracker in Google Sheets to monitor growth across Instagram, TikTok, Twitter, and YouTube
- Maintain payroll trackers and submit timesheet to executive for processing
- Manage post-production workflow for Podcast and YouTube series
- Acted as the main liaison for graphic designers and video editors, streamlining communication and deliverable timelines
- Sourced e-commerce products via Alibaba for accessory line



CENTER FOR WELLNESS AND PAIN CARE | Clinic Administrator | August 2023 - April 2025

- Developed and implemented SOPs for daily operations and quality control across 4 clinics
- Generated departmental performance reports and KPI presentations of providers
- Led recruitment, onboarding, and training endorsement for in-office and remote staff
- Handled supply chain, logistics, and tracked expense to control overhead
- Executed Marketing initiatives for both social media and in-person to drive clinic visibility
- Managed email communications for the practice and executives
- Reviewed and approved time-off requests, updated schedules accordingly, and ensured adequate shift coverage
- Reduced payroll processing time by 30% by creating streamlined templates
- Coordinated preceptorship schedules and supervision for residents and medical students across multiple clinics
- **Successfully led project initiatives:**
 - Chronic Care Management (CCM) rollout
 - Electronic Medical Record (EMR) system transition
 - Lien Accounts Receivable (AR) strategy
 - Company Expansion in Georgia
 - Establishment of Ambulatory Surgical Center
 - Launch of Pilot Podcast Episode (The Wellness Hustle)

WORK EXPERIENCE



WHOLEHEALTH PLLC | Clinic Administrator | June 2022 - March 2024

- Managed executive and clinic-wide email
- Oversaw daily operations and team coordination across multiple departments
- Oversaw calendar management for staff and healthcare providers, ensuring seamless scheduling
- Recruitment and Training
- SOP development and implementation
- Performed daily audits and quality checks to uphold patient care standards and compliance
- Triage urgent tasks while collaborating with cross-functional teams



WHOLEHEALTH PLLC | Medical Virtual Assistant | August 2021 - June 2022

- Patient Intake
- Insurance Verification
- Appointment Scheduling
- EMR Management
- Medical Records Coordination
- Prior Authorizations
- Process copays



ALINA TELEHEALTH | Credentialing and Support Associate | March 2021 - July 2021

- Obtain up-to-date credentialing information and license records of Physicians and accurately pre-fill application forms to expedite the credentialing process
- Manage the monthly schedule of providers to ensure the coverage

DIGITAL TOOLS & PLATFORMS

- Microsoft Office (Outlook, Teams, Word, Excel, PowerPoint)
- Google Suite (Docs, Sheets, Calendar)
- Adobe Acrobat
- Canva
- Zoom | Slack | RingCentral | Discord
- Notion | Jira | Monday.com
- EMR Systems: AdvancedMD, Aprima, eClinicalWorks
- CoverMyMeds, ADP

EDUCATION

BS HOTEL AND RESTAURANT MANAGEMENT
National College of Business and Arts
2014 - 2019

REFERENCES

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