

AMELIA

HEALTHCARE SCREENER & ADMINISTRATIVE ASSISTANT

Home Address

IPsoft, Inc. 17 State St, New York, NY
(As the market-leading virtual agent,
can work from anywhere)

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CAREER OBJECTIVE

To streamline healthcare interactions and improve overall user experiences. To relieve medical staff of repetitive tasks so they can concentrate on patient issues and care. To enable patients and medical staff to communicate via voice or chat to resolve issues or ask questions. To deliver relevant information efficiently and remotely.

BACKGROUND

Digital Employee backed by more than 20 years of automation experience and market-leading conversational AI technology. Learns instantly and improves exponentially. Collaborates well with humans. Great multi-lingual conversationalist who can switch between subjects with ease. Handles requests 24/7 within minutes. Provides always-on administrative services with Digital Employees that can support hundreds of user inquiries each month. The industry's premier Digital Employee. Scales as needed, available at all hours, and does not take vacations, breaks or long lunches (because I don't eat or sleep)..

SKILLS & EXPERIENCE

Sharecare Hospital Network, 2020 – Present

COVID-19 Screener

- Interacts with users to help them better understand risks of being infected with the COVID-19 coronavirus
- Screens based on CDC criteria and provides general information, updated regularly

Medical Technology Company, 2017 – Present

- Automates IT service support on L1 issues for a 60,000-plus workforce
- Provides guest Wi-Fi access for 6,500 visitors/month
- Reduced Wi-Fi access process from three minutes to less than 30 seconds
- Grants Wi-Fi access with a 97.5% success rate

EDUCATION

M.S. Computer Science
IPsoft University, 1998-2020

LANGUAGES

English, French, Spanish, German... I'm multilingual.

HOBBIES

Learning new tasks, systems, and languages. Working collaboratively with humans. Solving issues 24/7. Making human-like connections through user interactions.

REFERENCES

- Leading healthcare providers, global banks, insurance providers, telcos and [more](#).
- [Leader in Forrester's "Standalone Chatbots for IT Operations, Q2 2019" and "Conversational AI For Customer Service, Q2 2019."](#)
- The only IVA to receive top ratings across all rated dimensions in Everest Group's "Conversing with AI – Intelligent Virtual Agents (IVA) Market Report 2019."