**OBJECTIVE**

* To be able to experience working according to my profession or to experience working in a company.
* To be able to have a position utilizing interpersonal and communication skills.

**CAREER PROFILE**

* Proven record of reliability and responsibility.
* Remain calm and professional throughout critical incidents.
* Strong analytical skills, capable of assessing conditions and implementing appropriate intervention.
* Resourceful problem solver capable of implementing solutions to complex problems.

# WORKING EXPERIENCE

## Bank of the Philippines Island

### Customer Service Associate

February 16, 2014- September 10, 2015

● Create a connection and develop rapport with customers to provide outstanding, personalized service that their needs.

● Meet or exceed sales goals by influencing customers to learn about products/services that will benefit them.

● Build, develop and maintain partnerships with teammates and specialists to maximize effectiveness and serve customers.

● Accurately and efficiently process transactions such as customer deposits and cashing checks.

● Assist customers with inquiries and/or problem resolution in a professional and composed manner, and escalate to manager as appropriate.

● Inform and educate customers on how to conduct simple transactions through self-service technologies.

● Follow established policies, procedures and guidelines to protect both our customers and the bank.

* **C3/Customer Contact Channel**

**Customer Service Associate (Health Care Account)**

**December 10, 2012  August 14, 2013**

* Handles high volume of incoming inquiries from customers regarding Medicare Advantage and Medicare Part D Prescription Drug Plans including but not limited to inquiries regarding cost, billing, drug coverage, deductible and co-pays.
* Gather customer information, assess and fulfil customer needs and educate customer where applicable regarding products and services listed above.
* Pre- enroll customers in new services in order to facilitate a warm hand off to the respective account executives where required or if a licensed agent, enroll Members into Medicare Member Advantage and Prescription Drug Plans.
* Evaluate and identify opportunities to drive process improvements that positively impact our client and its customers.
* **West** **Contact** **Services** **Inc**.

### Customer Account Executive

May 2012-December 2012

* In-charge in delivering problem resolution and customer satisfaction.
* Provides answers to clients by identifying problems and guiding them through corrective steps.
* Verifying if the account is updated and ensures that the package they were using is matched to the service they availed.
* Informing customer about promotional services that provider is offering.
* After resolving client concern, provide up selling of their package

* **Alorica Pacific Rim**

**Member/Provider Advocate**

July 2010 - April 2012

* Provide answers to health plan members on their queries regarding the covered benefits under their health insurance.
* Coordinates with the insurance provider and escalates payment liabilities rendered by their members.
* Checks and verifies if the member monthly premium was correctly paid.
* Receives and works to resolve patients' complaints.

**LICENSE**

**Registered Nurse (RN),** Philippines Nursing Association

**Licensed IV Therapist** by ANSAP, 2013

**EDUCATIONAL BACKGROUND**

**Tertiary** Far Eastern University

2006-2010 Nicanor Reyes Sr. St., 1000, Manila

Bachelor of Science in Nursing

2005-2006 Global City Innovative College

Fort Bonifacio 31st Avenue, Taguig

**Secondary** San Isidro National High School

2001-2005 Borneo St., Brgy. San Isidro, Makati City

**PERSONAL INFORMATION**

Age : 27 years old

Date of Birth : September 12, 1988

Place of Birth : Makati City

Religion : Roman Catholic

Civil Status : Single

Height : 157cm

Weight : 110lbs



**Gulfjobseeker.com CV No:** **1487250**