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# WORK EXPERIENCE

QUALITY ASSURANCE SPECIALIST (May 2013- November 2015)

UnitedHealth Group

Philippines

* Perform audits and provide feedback to Team Managers and Trainers.
* Achieve daily, weekly and monthly quality monitoring goals for calls in accordance with specified standards.
* Provide performance feedback on all monitored calls to increase service quality.
* Generates and maintains daily/ weekly/ monthly reports and databases.
* Participate in supporting training department by training new hires and existing staff in QA processes and customer service skills, nesting with new trainees.
* Provide timely feedback to QA lead and assigned trainer on new trainee performance.

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INTAKE NOTIFICATION COORDINATOR (Mar 2012-May 2013)

UnitedHealth Group

Philippines

* Provide excellent customer service to both providers and enrollees.
* Enter notifications, provider status of an existing notification and determine if notification is required.
* Complete intake screening which includes obtaining and documenting in the medical management system all require patient, provider, demographic and treatment information.
* Help new hire to be familiar with the process and workflows.
* Constantly meet established productivity, schedule adherence, and quality standards while maintaining good attendance.

CUSTOMER SERVICE ASSOCIATE- Healthcare Insurance (July 2009-Dec 2011)

Hinduja Global Solutions Ltd.

, Philippines

* Deliver world class customer service and build customer satisfaction and loyalty.
* Provide effective and timely resolution of a range of customer inquiries.
* Strive for first-call resolution of customer issues.
* Complete ongoing training to stay abreast of product, service and policy changes.
* Utilized multiple call center support applications to efficiently assist customers.

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TELEMARKETER- Int’l Market (May 2007- Aug 2008)

Bayan Telecommunications Inc.

Philippines

* In- charge of telemarketing the product and service of the company
* Call out prospective clients
* Follow- up payments and application form of the clients
* Handled the UK, USA and Japan market.

# EDUCATIONAL ATTAINMENT

**Bachelor of Science in Psychology 2003-2007**

**University of Santo Tomas**

**Philippines 1008**

**Secondary 1999-2003**

**St. Mary’s College Quezon City**

**Mother Ignacia Avenue, Philippines**

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# PERSONAL DATA

Civil Status : Married

Date of Birth : November 18, 1986

Age : 29