**First Name of Application CV No:** **1653228**

Whatsapp Mobile: +971504753686



**CAREER OBJECTIVE\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* **To obtain a career that enables me to effectively deliver the tasks on hand and to utilize/improve my skills and abilities to its maximum potential.**

**SKILLS \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* **Certified Bookkeeper, Philippines**
* **Excellent Written and Communication Skills**
* **MS Word, Excel, Power Point, SAP (Systems, Applications and Products)**
* **Excellent Customer Service Skills**
* **Can work under less Supervision**
* **Capable to work in solo projects and team structures**
* **Good Analytical thinking and Problem Solving**

**EDUCATIONAL BACKGROUND\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**June 2011 - March 2015 - University of San Carlos (USC)**

**Graduated Bachelor of Science in**

**Accounting Technology (BSAct)**

**June 2001 - March 2011 - Jewels Christian Learning Center (JCLC)**

**Graduated (Secondary and Primary Education)**

**WORK EXPERIENCES\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**June 2015 – March 2015 Convergys Philippines Service Corporation**

**Customer Service Advocate**

**(Cigna Medical Insurance)**

* Provide accurate information related to products, services, policies and procedures.
* Analyze insurance payments and compute and adjust if necessary
* Provide precise billing and payment information
* Addressing customer complaints and service related issues to ensure high customer satisfaction
* Contact other departments on behalf of customers to resolve / escalate customer issues (for misrouted calls or for out of scope issues).

**PERSONAL INFORMATION\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**AGE 21 years old**

**SEX Female**

**BIRTHDATE November 23, 1994**

**CIVIL STATUS Single**

**NATIONALITY Filipino**