**Gulfjobseeker.com CV No:** **1266246**

**Mobile** +971505905010cvdatabase[@]gulfjobseeker.com

To contact this candidate use this link

<http://www.gulfjobseeker.com/feedback/contactjs.php>

**WORK EXPERIENCE**

**The Results Manila Company**

**Account: Wellcare**

**Date: August 2013- February 2014**

**Position: Customer Service Representative**

* Follows strict security guidelines before each customer interaction because customer’s health condition is very sensitive information.
* Assists members if they have material requests (e.g. Provider and Pharmacy Directories, OTC brochure, Member ID card, etc.)
* Also provides members the option to place their orders for Over-the-Counter Items (e.g. adult vitamins, alcohols, cotton, etc.) each month.
* Accurately records any account changes on the member’s account such as address and phone number.
* If the member is not happy with the service they received, may it be from the health care provider, uncovered benefits by Wellcare or the representative they spoke with the last time, Grievance is always being offered. Grievance is a report that is being filed against any wrongdoing towards the member.
* Also assists members if they need to locate the nearest health care provider such as general doctors or physicians with specialty field, diagnostic clinics or stores where they can buy their medical equipments.
* In the event that the member still cannot contact the physician they need, will personally call the doctor’s office to request for an appointment.
* Coordinates with other departments from Wellcare so as to be sure all of the member’s concern had been taken care of.
* Ability to meet or exceed established goals for both the Internal Call Monitoring Audits and surveys.
* Compliance with HIPAA regulations.

**Concentrix- A Synnex Corporation Company**

**Account: IMVU**

**Date: January 2013- August 2013**

**Position: Customer Service Representative**

* Before every customer interaction, ensures that security guidelines were followed so as to prevent compromising each member’s personal information.
* Assists members in processing their online orders that were placed on hold. Gathered the necessary information for the orders to go through, and then forwards it to specialists for the items to be delivered in the member’s account.
* Provides information about IMVU’s promotions or different events.
* Answers all customers’ inquiry about their IMVU account such as name change requests, game credits and/ or name change token transfer from their account to another or vice versa.
* Assists members in redeeming their IMVU prepaid card for game credits.
* Part of the fraud department that investigates hacked accounts. Making a thorough investigation and meticulously checks everything before granting a user with a reported hacked account.
* Assists customers in changing their account passwords.
* Offers upsells to customer’s whose orders were put on hold. Upsells are the same number of credits that they bought for half the price. This is done to ensure that despite the delay in the member’s order, they are still satisfied with the service and of course savings they got.
* Also sends confirmation or e-mail to all customers for each interaction.
* Flexibility to support extended hours as determined by business needs in order to meet customer expectations.

**Hinduja Global Solutions**

**Account: American Express-OPEN Small Business Validation and Manual Card Activation**

**Date: January 2010- December 2012**

**Position: Customer Service Representative**

* Performs outbound calls to small businesses to ensure that their business information with American Express is up to date so that the materials that will be provided to them are correct.
* If the small business’ information is incorrect, updates what is on the system.
* Correctly tags all the phone numbers that were called, as to whether all or some information were verified, if the phone number is still working or if the phone number is a household so as to prevent errors in the future.
* Processes requests for member’s credit cards to be activated prior to use.
* Follows strict security measures prior to performing customer’s requests since it is their financial account on the line.
* Also offer additional security service to members that protects in the event that they lost their wallet.
* Also offer members the option to add supplementary cards under their main account.
* Explains the different product specific information of each card types American Express has in the market.
* Always meets the monthly scores as mandated by the company. Awarded as a Balanced Performer multiple times for reaching all metrics on a monthly basis.
* Exceeds the quality assurance requirement for each month.

**EDUCATIONAL ATTAINMENT:**

**Tertiary**

Far Eastern University 2005-2009

Course: Bachelor of Science in Nursing

Graduate

Far Eastern University 2005-2007

Associate in Health Science Education

I hereby certify that above information is true and correct to the best of my knowledge and belief.