

LADY FEBRUAH MI W. GUIYAB

CAREER SUMMARY

Efficient and results-driven customer service representative experiences in healthcare support. Effective ability to handle and resolve high volumes of verbal and written tasks efficiently and professionally.

CONTACT

PHONE:
+639614013608

EMAIL:
febguiyab@gmail.com

WORK EXPERIENCE

Sagility | Ayala TechnoHub Bldg, Smallville Business Center, Iloilo (Customer Service Representative – Healthcare)

February 2022 – Present

- Handle inbound/outbound provider calls for voice/non voice support
- Address all queries from providers/members (eligibility, benefits, claim status, authorization) supported by business
- Utilize and be familiar with current systems functions, application and enhancement
- Understands Sagility Business strategy and manage care direction
- Handle fax/work inquiries/written correspondence for non-voice support
- Additional responsibilities include development and training of self and co-workers

Internship

Treasure Island Industrial Corporation (iPak Division)

Cebu, 2019-2020

SKILLS

- Customer Service Management
- Excellent communicator
- Strong problem-solving and analysis
- Attention to detail
- Team player
- Call-handling
- Complaint Resolution
- Rapport Building
- Multitasking and Time Management
- Committed to team success

REFERENCES

Justine Liz Sacrose

iPak HR recruitment Officer
09565517365

Karen Joseco

Immediate Supervisor Humana
Sagility, Ayala Manduriao Iloilo City 5000
09982105472