

# Keith Cruz Perez

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## Healthcare Tools and Software: IRIS

### EDUCATION

#### TESDA

Vocational Course: Commercial Cooking NCII

#### Name of School Francisco Adlaon Learning Institute

2005 - 2008

### EXPERIENCES

#### Company Name: Optum

#### Member Service – Healthcare

September 2023 – March 2024

- Billing – billing questions and disputes, double charges, correction of charges. We also collect payments if they want to pay and inform them that they have past due balance.
- Claims – check the status informing them why it was rejected and what to submit, if they can submit claims or not who send the claims and for how many times they send.
- Prescriptions – we always check before we place order if they have still have valid prescription and if they don't have we send a request for an new prescription
- Placing Order – we place the order, track and also replacing if they not receive or wrong medication we replace it
- Update Information – Name, address, email and also removing and adding card.
- Prior Authorization – some medicine need pa we also send request to their Doctor for that specific medicine.

#### Company Name: Concentrix

#### Customer Representative and Technical Support - Sprint

February 2022 – August 2023

- Subscriptions – want to upgrade to a different plans.
- Update Information – personal information.
- Upgrade Services – plans.
- Basic Troubleshooting – if they can't hear the favorite channel or music.
- Billing – if they have questions with their bill, disputes and charges.

#### Company Name: Convergys

#### Customer Representative and Technical Support – Intuit QuickBooks

September 2018 – April 2021

- Forms – what they need to submit the documents needed.
- Payroll – salary computation, government charges, and tax

- Payments – help them to pay their taxes.
- Update Information – personal information.
- Troubleshooting –if the application not working properly have an error.

**Company Name: Collabera**

**Back Office - BestBuy**

October 2017 – August 2018

- Email -send email for their question to their orders.
- Tracking Orders – check the status location of the order.
- Replacing Order – if the item is damage ,wrong item receive.

**Company Name: Sykes Asia Inc.**

**Customer Representative and Technical Support -Pearson**

July 2017 – September 2017

- Password Reset
- Schedule
- Update Account
- Books

**Company Name: Teleperformance**

**Customer Representative and Technical Support - Globe**

June 2016 – June 2017

- Upgrade Phone Line
- Billing
- Phone Plans
- Troubleshooting

**Company Name: Global Empire**

**Outbound Sales Agent – Wesleyberry Flowers**

May 2016 – June 2016

- Placing Order and Track
- Locate near Flower shop
- Update Information

**Company Name: Cubicall Premier Contact Solution Provider**

**Customer Contact Associate**

October 2015 – January 2016

- Offering Insurance
- Transfer Potential Customers

**Company Name: Call Assistant Communications Center Inc**

**Customer Representative and Technical Support**

November 2012 – June 2015

- Pre-qualifying the customer
- Transferring
- Sleep apnea insurance

