

CSR Voice

Referred by: Genevieve Habagat

For DM/DM

10:15 PM

10/30/18

↳ desmos

* Yes for Ben

ALEXIA FRANCESCA V. FLORES

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EXPERIENCE

Convergys
2016 - 2017
Feb March

1 year, 1 month

Job Description:

Resigned
↳ account dissolved

used to work in NSO
separated M: housewife
F: contractor
2 siblings ✓ 24
older sister
younger brother ✓ 16
she's the middle

35

97.1 2

- Inbound call
- Handling medical claims for "ANTHEM BLUE CROSS BLUE SHIELD."
- Talking to doctors, nurses, hospital secretary, medical representative, etc.
- Discuss if claim is paid, patient's responsibility, copayment, deductible and coinsurance,

16k AI
12k BP

Omega Health care
2017-2018

Aug Sept

Job Description:

1 year 1 month

Doctor's billing, federal insurances

- Inbound call
- Handle Doctor's Billing
- Deal with patient
- Process payment
- Discuss Diagnosis and Procedure during the patient's encounter with the doctor if asked.

offered higher pay
Dad - 48 yrs old
Resigned - dad got sick - heart enlargement & chronic kidney failure
he's okay now
didn't get emergency leave

BPO
- open to undergraduate
- no discrimination
- higher salary

Leadzsite
August - October 2018

Job Description:

friend's company
part-time

mainly helping her dad out w/ medical bills
father is working on a construction company

iPlog
- health care accounts
- not pressured

- Outbound call for Leads for the Lead Generation Campaign for AU and USA
- Set appointments for kick off meeting between client and Business Development Manager.
- Send email for proposals
- Answer phone calls if needed

strengths
- family (also weakness)

located
ack { to
business

EDUCATION

College:

University of San Carlos Cebu City
J Alcantara Street, Cebu City

Bachelor of Tourism Management ,
2013-2014
Bachelor Of Science In Hotel and Restaurant Management
2014-2016

amenable ← ES: 22k AI
SD: ASAP
CS: 5.5/10

Highschool

Abellana National School
Osmena Blvd Cebu City
2009-2013

Elementary

Philippine Sower Christian School
118-D Escario Ext. Cebu City , Cebu City
2005-2009

Colegio Del Santo Nino
Cebu City
2003-2005

SKILLS:

Good communication skills
Can speak English Fluently
Ability to create an effective relationship within the working environment
Possesses multi-tasking abilities
Ability to learn adapt quickly phased environment
Confident
Commercial Awareness

REFERENCES

Narits Bondoc
CSR - Omega Healthcare
09152842591

Junix Arcega Salinas, PHD
Professor University Of San Carlos
J Alcantara Street, Cebu City
09177777411

Jaive Loar
CSR- Omega Health Care
09356771573

Mariedel Delos Reyes
CSR - Omega Health Care
09292511915

J Mario Amorganda
Teamlead - Convergys
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