

Maria Chrisanta David Dago-oc

Calvary Hills Apas Cebu City

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Job Objectives

Customer Service Representative

QUALIFICATION

- Can work with less supervision
- Can work in Graveyard or shifting schedule
- Good Communication Skill
- Can work efficiently in teams as well as individually

Work Experiences:

OPTUM GLOBAL SOLUTION- UHG

Aug 2014 - October 30, 2019

7th floor Calyx Building

5 yrs & 2 mos

Asiatown I. T. Park

Apas Cebu City

U. M. R. - Provider

Asia town I.t. Park, Apas Cebu City

Verifying patient's medical benefits, coverages and claims.

Receptionist/operator

Determines the caller's need and transfer it the proper department.

AEGIS PEOPLE SUPPORT

Nov 2011 - July 2014

Asia town I.t. Park, Apas Cebu City

2 yrs & 6 mos

J.P. Morgan - Retail Banking

Assisting members with their personal debit/savings account

John Ernest Connecting Continents (JECC)

March 2009 - Nov 2009

Quality Analyst (Home Base)

Validate and Monitor agent's sales call

\$100/week ^{RFI got pregnant}
went home to

TELETECH

Technical Support Representative

October 2006 - July 2008

Oakridge A.S. Fortuna, Mandaue Cit

(Accenture Account)

(1yr. 9ms.)

Troubleshoot assist homebase internet connection

bestbuy

RFI account got dissolved
- fleecing for 2 ms.

14k

province

(BestBuy Account)

Assisting members with purchases done online or through phone.
Including customer's shipping and payment information.

Educational Background

Pilar College Rt Lim Blvd, Zamboanga City	1989-1994
Jose Rizal Institute Orani Bataan	1994-1998
Ateneo de Zamboanga University La Purisima St. Zamboanga City BS Management information system (Undergraduate)	1998 -2000
Pilar College Rt. Lim Blvd, Zamboanga City BS Elementary Education (Undergraduate)	2000 - 2001
Pilar College Rt. Lim Blvd, Zamboanga City BS Tourism (Undergraduate)	2001-2002
University of San Jose - Recoletos Magallanes St. Cebu City AB Mass-com Broadcasting Media (Undergraduate)	2002 - 2003

Personal Detail

Date of Birth: March 21, 1998
Marital Status: Married
Religion: Roman Catholic
Nationality: Filipino
Language Knows: English, Tagalog, Cebuano, Chavacano

References:

Angela Rabaya Adorza
Program Manager
Shearwater Health, Inc.
0917 177 7620

Ma. Junica Jon Cordova
Quality Analyst
Optum - UHG
0943 453 6910

Phoebe Buyan
Umr-provider
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