Michelle Reyes

Back Office Processor

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PROFESSIONAL SUMMARY

Organized and detail-focused back office processor with 4 years of experience in document processing, compliance, and administrative support. Strong understanding of data privacy regulations and quality standards. Proficient in document management systems and process workflows. Proven track record of maintaining accuracy while processing high volumes of paperwork.

WORK EXPERIENCE

Senior Back Office Processor

ProcessRight BPO Inc., Quezon City, Philippines | July 2021 - Present

Document processing for financial services clients

Key Responsibilities:

- Process 150+ loan applications and documents daily
- Verify document completeness and accuracy against checklist
- Ensure compliance with data privacy and industry regulations
- Input processed data into banking systems accurately
- Flag discrepancies and communicate with operations team
- Maintain processing accuracy rate of 99% or higher

Key Achievements:

- Achieved 99.7% processing accuracy rate in 2023
- Processed 35,000+ documents with zero compliance violations
- Reduced average processing time by 18% through workflow optimization
- Trained 5 new back office processors
- Completed Data Privacy certification

Back Office Processor

BackOffice Solutions Corp., Mandaluyong City, Philippines | September 2019 - June 2021

Document processing for healthcare insurance claims

Key Responsibilities:

- Reviewed and processed medical insurance claims

- Verified patient information and policy details
- Ensured compliance with HIPAA regulations
- Maintained organized filing system for processed documents

Key Achievements:
- Maintained 98% accuracy rate across all processed claims
- Employee Recognition Award Q4 2020

EDUCATION

Bachelor of Science in Office Administration

Polytechnic University of the Philippines | June 2013 - April 2017 | 3.4 GPA

Focus on administrative processes and documentation

SKILLS

Core Competency: Document Processing (Expert), Compliance (Advanced)

Technical: Data Entry (Advanced)

Software: Microsoft Office (Advanced)

Soft Skill: Attention to Detail (Expert)

ADDITIONAL INFORMATION

Status: Open to new opportunities

Preferred Work Setup: Hybrid

Preferred Shift: Day

Expected Salary: PHP 25,000 - 33,000