

CHRISTOPER JOHN TEODOSIO

#28 Alley 14 Road 13

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Bagong Pag asa, Quezon City

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Objective

To be able to pursue a career in web development and enhance my capabilities in programming

Education

University of Caloocan City

2007-2011

B.S. Psychology major in Guidance and Counseling

Honors

Cum Laude

Dean's List

Work Experience

ACCENTURE, INC, Global One, E-Commerce Road, Eastwood City, Libis, Quezon City.

2011-present

Accenture is a global professional services company which provides strategy, consulting, digital, technology and operations services.

Transaction Processing Representative

Role Description : Perform data entry and research in various systems and tracking tools. Apply knowledge of processes and related systems to assist in identifying, assessing and resolving issues/problems. Assess and resolve non-standard and standard issues or problems. Seek advice and escalate issues when faced with tasks/problems outside the scope of the work. Responsibility includes:

- **Insurance Eligibility and Enrollment-** Activities include researching and verifying patient eligibility and enrolling individuals in coverage. Involves policy compliance and customer data management.
- **Metrics and Reporting (Operational Excellence)-** An element of organizational leadership that focuses on meeting customer expectation, all while stressing the application of a variety of principles, systems, and tools toward the sustainable improvement of key performance metrics.
- **Enrollment Quality Audit-**Use methods and tools to ensure data quality, producing data that has the correct state of completeness, validity, consistency, timeliness and accuracy.
- **Customer Interaction Handling-**Establish, maintain and enhance relationships with clients/customers and monitor and coordinate activities pertaining to customer requests.
- **Program and Project Management-** Discipline of initiating, planning, executing, controlling, and closing the work of a team to achieve specific goals and meet specific success criteria
- **Innovation** – engineer tools to increase productivity in transactions and automate metrics & reporting.

Skills and Qualification

Leadership Skills: Initiated the usage of Pareto Principles for New Hire's Quality Improvement; Provided coaching and guidance in creating Root Cause Analysis and Action Plans for the trainee's error.

Interpersonal/Communication Skills: attended Dale Carnegie Course on Effective Communication and Human Relations- Dale Carnegie Institute July 2017; Studied group dynamics, active listening and introductory psychotherapy course.

Organizational/Planning Skills: Compiled new FYI's, new processing procedures, and modules for other processor's use; Knowledgeable in OPEX, Metrics and Reporting.

Computer/Technical Skills: Engineered macros and process improvement plans for complex transactions/requests via Excel and Rumba; chartered the use of macros in reporting and documentation.

Award

- Q1 A list awardee 2015
- Consistently one of the Most Productive Awardee on a monthly basis
- One of the top Performers for Health Tower in 2015

Personal Profile:

Birthday: February 15, 1991

Citizenship: Filipino

PROFESSIONAL REFERENCES:

Eldie Candaza

Accenture, Inc.

Service Delivery Team Lead and Health Admin Advisory Specialist Accenture, Inc.

Mobile: 09175526741

Jessica Cabelas

HR Dept.,

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