

Angelene Manalo

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EXPERIENCE

Associate, Operations @ CoreLogic Credco
San Diego, CA | November 2019 - Present

- > Processes a high volume of Verification of Employment & Income requests submitted by several different clients
- > Proofreads incoming employment/and income verifications via phone, email, fax, or mail
- > Communicates effectively with employers via phone and email regarding incoming verifications about possible errors/additional required information
- > Communicates effectively with clients via email regarding the status of verification requests, additional required information, rush requests, and other customer service questions
- > Communicates effectively with teammates and supervisors to ensure a common understanding of proper processing procedure and handling of sensitive information of clients
- > Conducts quality assurance checks on a sample of completed verifications from other processors to ensure a properly obtained and accurate verification as well as ensure client satisfaction
- > Reports quality assurance checks to supervisor on a weekly basis

Data Entry Examiner @ American Specialty Health
San Diego, CA | February 2019 - November 2019

- > Reviewed Medical Necessity Review (MNR) forms to ensure form completion; identified and prescreened different form types for different requirements
- > Verified member eligibility, created patient records when necessary, and maintained current and accurate existing patient records
- > Input all required data from MNR forms into the Integrated Health Care System quickly and accurately
- > Identified and redirected errors to the correct department for research
- > Completed daily production reports for supervisor and consistently met and exceeded MNR form processing goal of 140 forms per day and 20 forms per hour

Peer Advisor @ UC Irvine Veteran Services Center
Irvine, CA | September 2016 - June 2018

- > Received and processed veteran education benefit certifications for student veterans and dependents, managed students' physical and digital files, managed a tuition spreadsheet
- > Collaborated with two other peer advisors on the events and outreach team for veteran, dependent, and transfer student outreach program planning
- > Designed the center's various flyers, announcements, programs, and other marketing materials for programs and events using Adobe Photoshop and Illustrator
- > Managed the center's Facebook Page with three other peer advisors on the social media and marketing team by posting upcoming program and event announcements
- > Maintained the center's website with Cascade CMS to include required paperwork for various veteran educational benefits, upcoming paperwork deadlines, and upcoming program flyers
- > Redesigned the center's website according to UC Irvine's branding guidelines and according to the needs of the veteran and dependent students

EDUCATION

University of California, San Diego
Extension
San Diego, CA | January 2019 - Present

- > Certificate program for User Experience Design

University of California, Irvine
Irvine, CA | October 2014 - June 2018

- > Bachelor of Science in Computer Science
- > Specialization in Information

SKILLS

Languages

- > HTML/CSS
- > Python
- > Java
- > Javascript

Design

- > Storyboarding
- > Wireframing
- > Prototyping
- > Employer branding
- > Graphic design
- > Responsive web design

Software

- > Adobe Illustrator
- > Adobe InDesign
- > Adobe Lightroom
- > Adobe Photoshop
- > Adobe XD
- > Sketch App
- > Invision
- > Microsoft Office
- > Google Apps

Operating Systems

- > Microsoft Windows
- > macOS / iOS
- > Linux