



ALLAN V. ALMOGUERA

College Student | Medical Claims Specialist

CONTACT INFORMATION

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Permanent Address:
Malolos, Bulacan 3000

Current Address:
Davao, Davao Del Sur 8000

SOFTWARE EXPERIENCE

- Microsoft CRM
- Google Workspace
- Microsoft Office 360
- SaaS Cloud
- Zendesk
- Sales Force Cloud
- Intercom
- Fresh Desk
- Dynamics 365
- UST SmartOps
- SAP CS Module
- Scorebuddy
- MySQM
- Playvox
- MaestroQA

KEY CORE COMPETENCIES

- Adaptability
- Problem-Solving Skills
- Critical Thinking
- Communications Skills
- Technical Proficiency
- Time Management
- Negotiation Skills
- Customer Focus
- Resiliency
- Interpersonal Skills

PROFILE

Detail-oriented and goal-driven, with multiple years of experience specializing in combined strategical and tactical customer service, multitasker, with strong qualifications in quality assurance, insurance claim collections and technical proficiency. Skilled in negotiating, finding optimal solutions, and time management.

EDUCATION

STI COLLEGE OF DAVAO

Bachelor of Science in Information Technology
2023 – Present

BULACAN STATE UNIVERSITY

Bachelor of Science in Information Technology
2012 – 2013

CONG. TEODULO C. NATIVIDAD HIGH SCHOOL

Malolos, Bulacan
2008 – 2012

WORK EXPERIENCE

MEDICAL CLAIMS SPECIALIST

Company: UST Global (US Technology International Pvt. Ltd)
Period: February 2022 – May 2023
Nature: BPO Insurance Claim Collections

QUALITY ASSURANCE ANALYST

Company: Full Potential Solutions Manila
Period: January 2020 – January 2022
Nature: BPO Quality Assurance

QUALITY ASSURANCE ANALYST | SUBJECT MATTER EXPERT (SME)

Company: Sitel Philippines Corporation (Currently known as Foundever)
Period: May 2018 – July 2019 (QA)
Period: April 2018 – May 2018 (SME)
Nature: BPO Customer Service / Quality Assurance

CUSTOMER SERVICE REPRESENTATIVE

Company: Sitel Philippines Corporation (Currently known as Foundever)
Period: June 2016 – April 2018
Nature: BPO Customer Service

CUSTOMER SERVICE REPRESENTATIVE

Company: Concentrix Corporation
Period: May 2015 – January 2016
Nature: BPO Customer Service