



Eljay Cabellon

Customer Service Representative

- +639938945585
 - Basak Pardo, Cebu City, 6000
 - eljaywalker448@gmail.com
 - www.linkedin.com/in/eljaycabellon
 - eljaycabellon.vercel.app
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PROFILE

A hardworking and approachable customer service representative with strong communication and active listening skills. Able to understand customer needs, solve problems, and stay calm under pressure. Builds strong relationships with people and stays dedicated to providing excellent service.

SKILLS

soft

- Quick learner
- Able to think critically
- Teamwork and Collaboration Skills
- Time management Skills
- Good ethical judgement and Integrity
- Ability to work under pressure
- Task-oriented

hard

- Basic computer skills

EXPERIENCE

Wipro Philippine Inc.

(october 02, 2023 to present)

UnitedHealthcare

- Providing Eligibility and Benefits information
- Intake Case Creation, Checking Status, and Prior Authorization Requirements
- Providing claims information

Work Highlights

Handled 2 Lines of Business (LOB):

- PHS (PacificCare Health Systems)
- M&R (Medicare & Retirement)

Key Achievements

- Ranked Top 2 Advocate in the PHS Team
(December 2024)
- Ranked Top 2 Advocate in the M&R Team
(June 2025)

EDUCATION

Don Vicente Rama Memorial National High School
Macopa St., Basak Cebu City

2019-2021

Cebu Institute of Technology – University
Bachelor of Science in Information Technology
Undergraduate

2021-2023