

## Contact

[www.linkedin.com/in/thessa-bautista-995a7a233](https://www.linkedin.com/in/thessa-bautista-995a7a233) (LinkedIn)

## Top Skills

Phone Etiquette  
Attention to Detail  
Analytical Skills

# Thessa Bautista

Trainer at WNS Global Services SA  
Iloilo, Western Visayas, Philippines

## Summary

At WNS Global Services SA, our claims management approach is strengthened by my IT background from ACLC College, which I integrate with a strong expertise in customer support. Our team consistently achieves service excellence, driven by my commitment to resolving inquiries efficiently and enhancing agent empowerment.

My role as Claims Manager extends beyond typical responsibilities; it's about fostering satisfaction through strategic use of technology and support skills. By implementing advanced Microsoft Excel techniques, we've optimized operations, enabling us to deliver outstanding service that upholds our organizational values and ambitions.

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## Experience

### WNS

Process Trainer  
July 2024 - Present (6 months)

### WNS Global Services SA

Claims Manager  
March 2020 - Present (4 years 10 months)  
Iloilo, Western Visayas, Philippines

IAG CLAIMS MANAGER NRMA SGI - Back office

### Startek

Technical Support Specialist  
November 2017 - March 2020 (2 years 5 months)  
Iloilo, Western Visayas, Philippines

### iQor

Technical Support Specialist  
November 2016 - July 2017 (9 months)  
Iloilo, Western Visayas, Philippines

## Education

ACLC College

Bachelor of Science in Information Technology, Information  
Technology · (June 2015 - May 2019)