

Contact

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.

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)