TAGUIG CITY, METRO MANILA 1630
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CHRISTIAN KYLE S. HEDRIANA

EXPERIENCE

Cognizant Technology Solutions, Mckinley Hills, Taguig City — *Senior Process Executive (Healthcare)*

March 2022 - PRESENT
- Review and verify patient insurance eligibility, benefits, coverage, and policy details through payer portals and direct communication with insurance providers.
- Process prior authorization requests by collecting necessary clinical information and submitting documentation to payers for approval.
- Ensure compliance with HIPAA regulations and maintain confidentiality of patient information while handling sensitive medical and insurance records.
- Coordinate with physicians, medical staff, and insurance representatives to resolve authorization and coverage issues efficiently.
- Accurately update and maintain patient records, authorization status, and insurance details in the system to support seamless claims processing.
- Provide support to healthcare providers and patients regarding authorization requirements, status updates, and insurance inquiries.

Concentrix Philippines, Bridgetowne, Quezon City — *L2 Technical Advisor (Technical Support/Service Desk)*

June 2021 - December 2021
- Experience in Technical Care Support with proven ability to troubleshoot software, hardware, and connectivity issues remotely
- Handles calls escalated by L1 support, configuration issues, troubleshooting and software installations on both computer and handheld devices for Windows, and MAC/iOS issues
- Performs moderately advanced technological systems support, maintenance, and testing for proper upkeep of systems; troubleshoot and resolve moderately complex system hardware, software, and network failures and conflicts.

24/7 ai. Philippines, Cyber Sigma, Taguig City — *Team Leader/SME (Collections/Technical Support)*

September 2018 - May 2021
- Responsible for coaching and training agents on improving Customer Interaction and offering advisors guidance. ·
- Provides knowledge, resources and information to support agents,performs moderately advanced technological systems support, maintenance, and testing for proper upkeep of systems.
- Responsible for data management, archiving and updating of purchase order, emails and customer information.

EDUCATION

Technological University of the Philippines, *Taguig* *Campus —*
Electronics Engineering Technology

May 2015 - July 2018

Character Reference upon request.