

JEZCELYN BAYONA

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SKILLS

Good Communication Skills
Problem Solving Skills

Management Skills
Computer Literate

Attention to Details
Team Player

PROFESSIONAL EXPERIENCE

Access Healthcare

October 2022 - June 28, 2024

Senior Client Partner

Processing and qualifying orders of patient's Durable Medical equipment.

Role:

- As a Client Partner, we help our clients qualify each of their patients order of durable medical equipment by doing verification of benefits of their insurance.
- We also conduct calls to the patients to provide information about the status of their order, getting information of their doctor or insurances.
- We also review patients medical records and call providers to obtain additional information when necessary so that the orders will be covered by the insurance.

Concentrix

April 2021 - June 2021

Technical Support

Provide technical support to customers printers and assisting them in managing their account.

Role:

- We help our customer troubleshoot their printers and in making sure that they well aware on how to avoid the issues in the future.
- We also help our customers in managing their account by providing them information on its status and how to keep it running so that they will be able to avoid delays on their business transactions..

Sitel Philippines

July 2019 - February 2020

Customer Service Representative

Provide back office support for customers energy consumption. Updating and aligning their meter reading and usage to give them accurate bill consumptions.

Roles:

- As a back office customer support, we make sure to gather and compute all the data on file, so we can give our customers their detailed usage.
- We set an appointment for customers who wants to change, install or repair their meter devices. As well as those who wants to have their meter readings checked personally by a technician.

Balboa Digitals

March 2019 - May 2019

Lead Verification Specialist

Making outbound calls to possible clients who are in need of service that the company offers.

Roles:

- We make outbound calls to leads who signed up to one of our surveys.
- Qualifying prospect clients and making sure that they are connected to the right person for the service that they need.

Sykes

July 2015 - December 2015

Customer Service Representative

This is for Telecommunications Company.

Roles:

- Providing customers information about their mobile and data usage.
- Helping our customer troubleshoot their mobiles devices and internet services.
- Qualify them to promotional offers that would benefit them..

EDUCATION

Polytechnic University Of The Philippines, Taguig Campus, (2011-2013)

BSED-Major in Social Studies, 2nd Year

Bagumbayan National High School (2011)

CERTIFICATE

International Open Academy TESOL

REFERENCE

Kimberly Bueviaje, 0906-524-6616

Former Supervisor at Access Healthcare