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JORGEDANIELBERBANO@GMAIL.COM

JORGE DANIEL BERBANO | Business Process Specialist

Senior Business Process Specialist with expertise in healthcare BPO/shared services supporting clients like CVS, Aetna, Evernorth, and Cigna. Skilled in HIPAA-compliant workflow optimization, process documentation, team leadership, and KPI-driven operations to ensure efficiency, accuracy, and client satisfaction

EXPERIENCE

Business Process Specialist/Trainer — *Pointwest Innovations Corporation | Quezon City, Metro Manila, Philippines*

JANUARY 2022 - OCTOBER 2025

- Led analysis and optimization of non-clinical healthcare workflows for U.S. payer clients in HIPAA-compliant BPO and shared services environments.
- Contributed to an end-to-end process documentation, including SOPs, process maps, and control documentation, ensuring audit readiness and consistent execution across teams.
- Served as process and training SME, designing and delivering onboarding, upskilling, and change management training for operations teams.
- Partnered with operations leadership, quality, and compliance to drive continuous improvement initiatives, addressing root causes of defects and inefficiencies.
- Monitored and analyzed KPIs and SLAs (accuracy, turnaround time, compliance), providing insights and recommendations to improve performance and client satisfaction.
- Ensured strict adherence to **HIPAA standards**, reinforcing PHI handling protocols, access controls, and documentation best practices.
- Supported client transitions, process changes, and internal audits by providing expert guidance and stabilizing operations.

Business Process Specialist (Formulary Coder/Sub-Team Lead) — *Pointwest Innovations Corporation | Quezon City, Metro Manila, Philippines*

JANUARY 2019 - DECEMBER 2021

- Produced monthly operational and performance reports using advanced Excel functions (pivot tables, formulas, data validation) to support management and client reporting.
- Maintained and regularly updated Balanced Formulary drug lists using RxClaims and Formulary Management System (FMS) tools, ensuring data accuracy and compliance.
- Served as Sub-Team Lead for a team of six, managing task allocation, workload balancing, and day-to-day operational support to meet productivity and quality targets.
- Monitored timesheets, attendance, performance metrics, and compliance with mandatory trainings and meetings.
- Communicated process updates and policy changes to ensure alignment, consistency, and timely adoption across the team.
- Collaborated with cross-functional teams (operations, quality, and reporting) to ensure data integrity and accuracy, supporting informed decision-making.
- Formulary Management System (FMS) Certified (2019).

Business Process Specialist (Non-clinical Coder and QA) — *Pointwest Innovations Corporation | Quezon City, Metro Manila, Philippines*

JULY 2018 - DECEMBER 2018

- Performed **basic non-clinical coding** using **RXClaims tool and Macro-enabled Excel files** to maintain accurate formulary data.
- Conducted **quality checks on coding outputs**, identifying and correcting errors to ensure data integrity and compliance.
- Supported operational efficiency and accuracy in **healthcare BPO workflows** through attention to detail and adherence to process standards.

EDUCATION

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY
Quezon City Polytechnic University

MARCH 2018

SKILLS

- Windows Operating System & Microsoft Office Suite (Excel, Word, PowerPoint, Outlook)
- Salesforce.com and Wrike Tool proficiency
- KPI tracking, workflow analysis, and process optimization
- Flowchart creation and documentation for standard operating procedures
- Training, mentoring, and knowledge transfer facilitation

ACCOMPLISHMENTS

- Completed Pathwell Project – April 2023
- Achieved 207 tracklogs for PBM, MBM, and MBRS TS combined from April 2023 to December 2023
- Facilitated Sagility shadow session in the criteria installation process.
- Completed Training Transition to Wrike and Criteria Building Training.
- Created the QC Checklist for the criteria-building process.
- Finished audit work for the year 2024.