

Sergio Jordan Mungcal, III

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Education

BS: Business Administration Concentration in Finance

May 2017

Saint Mary's College of California, Moraga, CA

Experience

Regional Foundation Specialist

Genentech, South San Francisco, CA

October 2017-Current

- Handles and manages 100 stakeholder accounts for the state of Florida
- Collaborates with reimbursement and intake team to provide customer focused reimbursement to support up to 40+ patients, distributors, physicians and internal sales force a day
- Coordinates up to 150 shipments through Salesforce platform a month
- Identifies and facilitates referrals to alternative coverage options and financial assistance programs for patients who are under insured or require copay assistance
- Analyzes medical and financial documents to see if patients qualify for Genentech's Patient Foundation
- Partners with other Regional Foundation Specialist to provide a positive customer experience
- Handles up to 10+ inbound and outbound calls a day

Front Desk and Technology Support

August 2016-May 2017

Instructional Technology Services, Saint Mary's College of California, Moraga, CA

- Enhanced client satisfaction by providing customer service to faculty, staff, and students regarding technological problems such as with cell phones and personal computers
- Registered 2,400 tickets into ServiceNow for supervisor review

Volunteer Tutor

January 2016

Faith Network, Oakland, CA

- Provided guidance and assistance to 10 students a day to help enhance their proficiency in reading, writing, and math for a one month program
- Served as a role model for vulnerable children by providing community support and education for schools

Skills

- Office Software: Excel, PowerPoint, Word, Prezi, Dropbox, ServiceNow, Salesforce
- Google Apps for Work: Gmail, Calendar, Drive, Hangouts, Sheets, Forms, Slides
- Social Media: YouTube, Twitter, Facebook, WhatsApp, LinkedIn
- Visual Editing Programs: Adobe Premiere Pro, Adobe Lightroom, Adobe Photoshop, Final Cut Pro

Activities, Leadership, And Associations

- Member: High Potential Program, program for first generation college students 2013-2017
- Member: Asian Pacific American Student Association 2013-2017