

# REGALADO, MARK LEMUEL TORRES



## CONTACT

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## SKILLS

- Excellent verbal and written communication
- Customer service and problem-solving
- Data entry and administrative support
- CRM tools (Salesforce, Zendesk, etc.)
- Fast learner with minimal supervision
- Team player and goal-oriented
- Time management and multitasking



## PROFESSIONAL SUMMARY

Customer service professional with 4 years of BPO experience handling healthcare, telecommunications, and utility accounts. Skilled in communication, admin support, and data entry. Known for being a fast learner and able to work under minimal supervision. Seeking a full-time or seasonal remote role in a customer-focused environment.



## WORK EXPERIENCE

**Wipro Philippines - Molina Healthcare Account** AUGUST 2024 - FEBRUARY 2025  
Production Specialist

- Handled healthcare-related tasks including data processing and account updates
- Ensured accurate documentation of patient records and insurance information
- Collaborated with cross-functional teams to meet daily production goals
- Maintained confidentiality and compliance with HIPAA and company policies

**AFNI Philippines, Inc - Verizon** May 6, 2024 - August 3, 2024  
Customer Service Representative

- Provided customer support through phone and/or digital channels
- Resolved billing, account, and service-related issues efficiently
- Maintained professionalism while adhering to company policies and KPIs
- Cleared of all company accountabilities upon end of contract

**24/7 InTouch Philippines** July 23, 2021 - January 16, 2022  
Customer Experience Associate

- Account: Opendoor (International Account)
- Managed customer communication through outbound calls and email
- Addressed inquiries related to real estate services and property transactions
- Ensured timely follow-ups and provided detailed responses to client concerns
- Met daily productivity and customer satisfaction goals

**Inspiro Relia Inc.** June 11, 2020 - July 18, 2021  
Customer Service Representative - Live Chat Support

- Handled real-time customer inquiries through live chat
- Assisted users with order tracking, returns, and payment concerns



## EDUCATION

**Senior High School** 2019 - 2020  
St. Bernadette College of Valenzuela

**Junior High School** 2017 - 2018  
Valenzuela National High School

**Primary** 2011 - 2012  
Marulas Central School